
CONTACT

Name:	James Hirst	Telephone:	+44 (0)7958 781716
D.O.B:	19 / 10 / 1978	E-mail:	email@jameshirst.info
Address:	25, Richmond Avenue, London. N1 0NB	URL:	www.jameshirst.info

BIO

An internet professional with over ten years' experience specifying, building and managing web services, systems and sites for clients from across a diverse spectrum of industries.

Founder and joint owner of a successful web development and hosting business, which has thrived over the past eight years, providing an invaluable combination of technical knowledge, sales experience and business management skills.

Recently completed the successful sale of the business, now seeking a new challenge within an innovative online service where these entrepreneurial, management and technical skills can help to drive the business forward.

EDUCATION

2001 Young Entrepreneur of the Year	Surrey Regional Winner
1999 UCL London, Faculty of Law	LLB laws, (incomplete)
1998 Reigate Grammar School Politics(A), Business Studies(A), Geography(B)	3 'A'-Levels:
1996 Reigate Grammar School	10 GCSEs: 6 A/A*s, 4 Bs

EMPLOYMENT

2001 - 2009 A4 Internet Ltd

London and Nitra, Slovakia
Internet Consultant and Owner

Founded in partnership with a Graphic Designer in 2001, A4 Internet is a London-based web hosting company that diversified into web development, opening an overseas off-shoring company in Eastern Europe as a cost-effective way to expand the UK business.

Role and responsibilities:

- specified, managed and launched web services, bespoke web applications and SME websites with budgets from £200 to £50,000, for clients ranging from start-ups to Virgin Atlantic and Sony BMG
- presented to, and won, contracts with Board Directors at plc level

EMPLOYMENT

- grew turnover to £1/3 million within five years of start-up, through a combination of tight control of costs, production, cashflow and effective marketing spend
- held sole responsibility for the company's accounting, compliance, sales and operations.
- recruited and managed eight designers and developers, staffing our offices and retail units in London and Slovakia
- launched 'The Website Shop' in 2006, taking A4's services onto the High Street with the UK's only dedicated walk-in web services retail outlet

2000 - 2001 Freezone Internet

Kingston-upon-Thames

Support Manager / Server Admin

Joined this fledgling ISP as only their fourth employee and sole Technical Support representative.

Role and responsibilities:

- played integral part in the company's rapid expansion, creating and then managing a support team of ten staff in under 18 months
- implemented online support tools, and developed processes and policies to monitor quality and speed of response
- collaborated on several innovative projects, including the specification and launch of an early, server-based, e-commerce hosting package in partnership with Miva Corp USA
- project managed the launch of "Domain Express", an off-shoot business dedicated to low-cost, automated domain name sales and management
- carried out day-to-day server administration on LAMP and IIS web servers and manually configured hosting packages for clients on the command line

1999 - 2000 3Com / SITEL

Kingston-upon-Thames

2nd Line Support

Second-Line Technical Support representative for dial-up modem hardware and software issues.

Role and responsibilities:

- provided technical support for the UK's first Broadband roll-out trial with NTL in Guildford
- liaised over phone and email to provide support to customers, offering trouble-shooting, diagnostics and resolution of connectivity and configuration queries for ISDN and PSTN devices
- created support documentation and materials for training on new devices and updates
- undertook Microsoft Certified Professional Training - awarded 3 MCPs in NT4, Server and Networking Essentials

INTERESTS

- Squash player, snowboarder, distance runner and geek
- Currently taking evening classes in Creative Writing
- Founder member of the tenants' organisation 'Rental Rights'