

CHRISTOPHER JOHN ROBERTS BSc (Hons) MRes

Email: contact.chris.roberts@gmail.com

Mobile: 07531634095

Website: christopher-john-roberts.com

PERSONAL PROFILE

A [Business Minded](#) 1st class [Bioinformatics Masters Graduate](#) with [Ecommerce](#), [Technical Support](#) & [Consultative](#) experience, a passion for [Web Development](#), all things [Tech](#) and [Lifelong Learning](#).

KEY SKILLS / PROFICIENCIES

- Front End Web Development
- Technical Support / Troubleshooting
- Bioinformatics
- Data Analysis
- Research
- Report Writing
- Presentations
- Consultation
- Interpersonal Communication
- Negotiation
- Sales / Closing
- Training / Mentoring

IT SKILLS

Front End Web Development

- [Hand Coding Web Pages](#)
- HTML5
- CSS3
- [JavaScript](#)
- jQuery
- AJAX, JSON
- Bootstrap Framework
- Mobile Responsiveness
- [CMS's](#) (Incl Magento)

Programming

- JavaScript + Perl

- SQL
- Problem Solving
- Logical Thinking / Reasoning

Technical Support

- Ticketing Systems
 - Jira
 - Zendesk
 - Fresh Desk
- [Troubleshooting](#)
- Explain Technical Information Clearly
- Technical Writing

- Testing

Search Engine Optimisation (SEO)

- Information Architecture & Page Optimisation (Structuring Content)
- Keyword Research / Generation
- Web Analytics
 - Google Analytics
 - Google Web Master Tools / Search Console

Operating Systems

- Windows & Mac
- Linux (Ubuntu)

EDUCATION

Sep 2014 - Dec 2015

University of Liverpool

[MRes Post Genomic Science](#) - Distinction

Masters of Research Degree

Modules

Programming for Life Sciences	68%	Informatics for Life Sciences	77%
Post-Genomic Bioinformatics	95%	Research Methods and Applications in Biological Sciences	71%

The [Programming for Life Sciences](#) module taught creatively solving problems using the Perl scripting language for data-intensive research & bioinformatics tasks covering: data structures, variables, strings, conditionals, arrays, hashes (associative arrays), looping structures, subroutines (functions), command line arguments, regular expressions, manipulating files, controlling the running of external programs, web programming, object-oriented programming (OOP), modules (libraries), designing & building relational databases (MySQL) as well as query those databases using Perl & SQL.

Other [modules](#) covered the use of informatics in the biological sciences including technical grounding in bioinformatics related topics such as genomics, proteomics, sequence alignment (programs & algorithms) sequence analysis, the modelling of proteins & pathways and systems biology.

We used various web based bioinformatics tools, methodologies & techniques and a wide variety of biological databases to address real-world analytical tasks and current research questions.

Research Project: [An Integrated Approach to Function Annotation in the Histidine Phosphatase Superfamily](#)

(Grade: 71%)

I used various Bioinformatics techniques to functionally annotate members of a protein superfamily, including the collection of sequences from public databases using an iterative search program (Jackhammer), clustering sequences based on sequence similarity, detecting "clusters" with the program CLANS using a "neural network based approach", predicting novel functions of clusters by visualising genomic context and 3D homology modelling.

Sep 2005- Jun 2009

University of Wales, Aberystwyth

[BSc Genetics & Human Health \(Hons\)](#) - 1st Class Degree

Lab Based Dissertation Project: [A Proteomic Study of Resistance and Susceptibility to Schistosome Infection in *Biomphalaria glabrata*](#) (Grade: 77%)

Average Grades: 80% 1st year 77% 2nd year 72% 3rd year

Directors Prize

Institute of Biological, Environment and Rural Science 2009 **Directors Prize** in recognition of my outstanding achievements in my degree.

Sep 1998- Jun 2005

St David's High School, Saltney, Chester

2005

A levels: Biology (A), Chemistry (B), Physics (B), General Studies (B), Maths A/S (C)

2003

GCSEs: 9 at grade A-A*

Science, Maths and Geography Awards at Record of Achievement Ceremony

WORK EXPERIENCE

Jan 2019 - Jul 2019

Gene Commerce - Specialist Magento Agency ([Ecommerce Support Desk Analyst](#))

I joined [Gene Commerce](#), in the new Liverpool office just after merged with [Dev Team](#), a 45+ strong international business with remote Developers in Manila.

As **Ecommerce Support Desk Analyst** I provided **service focused technical assistance** and **bug resolution** within service level agreements (SLA's) for over 20 clients with **B2C & B2B Magento websites**. This required the ability to quickly **triage** the severity & urgency of issues, **multitask**, **prioritise**, **troubleshoot** and **problem solve** as well as communicate progress of all tickets from initial response through to conclusion.

By March I was responsible for the backlog of **support tickets** and new requests from initial acknowledgment through to closing of tickets, escalating code fixes to 3rd line developers when required. During my time at Gene the backlog was cleared from ~300 to <100 tickets.

As a result of the merger, and as the number of **M2 & M1** clients gradually increased, I worked through the implementation of structural changes, new processes & workflows. It was constant adaption as tickets migrated from **HelpDesk** to **Zendesk**, and as previously used development "sprints" where later used for the remaining ticket "backlog", steadily phased out in favour of a reactionary rapid Kanban process for new tickets.

I drew upon my **Ecommerce** experience, broad understanding of **web technologies**, programming / scripting languages, browsers, DNS, security practices, SSL certificates, HTTP, JavaScript, HTML5, CSS3, SQL, APIs, optimisation & debugging to . . .

- **Triage new support tickets**, received via **Zendesk**, determining if request falls in support desk remit, establishing & assigning **priority**
- Respond to and **resolve questions & configuration changes** in relation to **Magento** & bespoke functionality built by Gene, **technical bugs**, **code issue fixes**, change requests, upgrades to third-party modules and alerts raised by monitoring tools (PagerDuty & Site24x7)
- **Replicate** issues, clarifying clients requirements, **documenting** the steps to replicate, outline of the problem & acceptance criteria
- Retrieve any additional information required from the client, **diagnosing** and providing **resolution to technical faults** through Magento / internal user guide or Magento admin config setting
- **Escalate technical bugs**, to 3rd line Development team to investigate & provide resolution, by creating & tracking tickets in **Jira**
- Answer developers questions acting as intermediary between clients, product managers and the developers
- Owned delivery of developers code fixes scheduling deployments
- **Test** developer bug fix releases on staging & live environments, reviewing against original requirements, placing test orders if necessary, handling 3rd line communications with client to closing of ticket
- Ticket time logging using Harvest to report clients support hours weekly
- Contributed to discussions and answered questions in daily support stand up with developers using Zoom
- Active role in weekly sprint planning meetings with project managers taking into account commercial / client priorities & resource availability establishing estimations
- **Slack** for internal communication, Confluence for internal documentation
- Managing Your **Magento 2** Store Training (based on Magento Commerce v2.2.x and Magento Open Source v2.2.x)
 - Info to set up and manage **Magento 2 Store Catalogue** including: Category structure, product types, layered navigation, product relations
 - Manage customer accounts & groups, users & user roles
 - Create and manage orders, shipments, tax rules, payment and shipping methods, store emails, and reports
- **Communication & collaboration** workshop away day
- Attend Push On Manchester **Magento** Meetup

April 2017 - Aug 2018

Ralawise ([Ecommerce Executive](#))

- **Technical Support** of [White Label Web Shops](#) (YourWebShop Product) for > 700 clients
- Setup & configuration of clients web shops

- Telephone **support** answering client queries and **troubleshooting** technical issues - Jira ticketing system
- **Suggest improvements** to clients helping them to make the most of their websites, particularly **advising** on content pages, **SEO** and **digital marketing**
- **Hand coding** clients content pages in the WYSIWYG editor using **HTML5 & CSS3**
- General **support** & maintenance of the company's main high traffic **ecommerce** website (ralawise.com) and related web services
- Sought ways to improve the overall **user experience (UX)** of Ralawise online services, producing briefs for external developers that outlined future developments in priority order
- Produced **test plans** & ensured that new functionality met the requirement specification, then coordinated release into the production environment
- **Tested & recreated bugs** in a development environment, and coordinated the release of fixes with 3rd party web developers through test environments and into production
- **Jira** ticketing system was used for both logging support issues & liaising with 3rd party developers
- Extended **SQL** knowledge to query customer and order history information in both **web** and **sage databases**
- Integrated contact forms, social media buttons, widgets & plugins into the demo web shops using **HTML** iframes to exhibit customisation possibilities using the WYSIWYG editor
- Prepared **user guide** documentation for clients to follow for integrating contact forms, Google Maps and social media plugins (Incl. Facebook, Twitter, LinkedIn, Pinterest, YouTube, Google+)
- **Selling** web shops - consulting clients through the features & benefits of the ecommerce platform (over the phone, through screen share demos & F2F at trade shows)
- Successfully converted leads generated at trade shows into **new business** (conservatively brought in contracts equalling starting salary within first 12 weeks of employment)
- **Present** the web shop at Ralawise seminar days to groups of up to 30 clients, **closing** new pieces of business
- Suggested & created a setup form so I could setup & configure web shops for clients whose primary objection was time constraint
- Suggested & created an **online video** of web shop features & benefits for clients to view in their own time
- Suggested & implemented making follow up calls a month after web shop contracts began to increase **retention & renewal rates**
- Created a **sales** cheat sheet of features & benefits for sales reps and used as marketing literature
- Collected, curated and published **FAQ's** for marketing material including yourwebshop.com
- Improved & updated online **help guide** documentation on Umbraco CMS
- Take payments for web shops & administration of web shop contracts, ensuring contracts are completed, kept up to date and renewed
- Contact cancellations to gather feedback

April 2017 - Present

Creator of Everything Chester (Personal Project To Expand & Showcase Front End Web Development Skills)

www.everythingchester.co.uk

Twitter: [@every_chester](https://twitter.com/every_chester)

Instagram: [@EverythingChester](https://www.instagram.com/EverythingChester)

- **Front End Web Development**
 - All pages **hand coded** in semantic well formatted **HTML5 & CSS3**
 - Integrated **Bootstrap** Framework
 - Including **JavaScript** & **jQuery**
 - **Mobile First / Responsive Web Design**
 - XML RSS feed
- **Search Engine Optimisation (SEO)**
 - **Keyword Research / Generation**
 - Meta & Structured data (incl. open graph tags) for optimised search results
 - Internal Link Optimisation
 - **Google Analytics** & Google Search Console (Web Master Tools) to monitor performance guiding future improvements of site
- **Digital Marketing**
 - Social Media Integration: [Twitter](https://twitter.com/every_chester) (4,000+ followers), [Instagram](https://www.instagram.com/EverythingChester) (1,700+ followers), Facebook, Pinterest and Google+
 - Hootsuite & TweetDeck

Jan 2017 - Feb 2017

In-Site Software (1st Line Technical Support)

- Answer client queries via the telephone & **Fresh Desk** ticketing system, resolving problems with their [In-Site](http://in-site.com) park management & booking software
- **Troubleshooting** technical issues
- Escalate to 2nd line support where necessary

May 2011 - Jun 2014

Senitor Associates ([IT Recruitment Consultant](http://senitor.co.uk))

Winner of NORA Best National Recruitment Agency 2012

- Managed entire end to end recruitment process; pulling, resourcing and **closing pieces of business**
- Responsible for placing developer candidates in contract roles to various industry sectors throughout the Midlands
- Successfully filled range of vacancies from Back End Database Developers to Front End Designers
- **Flexibility** to adapt to **changing demands** in a **fast paced, competitive** contract market, as clients act quickly to bring candidates on board
- **Managing expectations** of clients & candidates, ensuring suitable match is made through **accurate & clear communication of information** between both parties

- Progressed from trainee to fully fledged consultant with own **portfolio of accounts**, by successfully completing the following duties on a daily basis to meet target:
 - Consistently **generating new business**; excellent **market knowledge**, **lead generation**, **cold calling**, writing **e-shots** and **canvassing** companies to **assess** and **identify** recruitment requirements
 - **Sell** benefits of firm to the client, **sell** client to candidate, **sell** candidate to client - with margin / rate justification
 - **Influence / handle objections** from prospects & candidates (i.e. preferred supplier lists (PSL's), rates, interview cancellations etc.)
 - **Building & maintaining lasting relationships** with **excellent client service** to secure **repeat business** with senior level decision makers
 - **Role requirement gathering**, gaining **commitment & exclusivity** for interview slots
 - Employ a number of methods to **attract**, **source & secure** the right candidate; **writing online job advertisements**, **database search**, **e-shots**, **networking**, **headhunting & through referrals**
 - **Accurate, fast & controlled** candidate **qualification** / interview / screen
 - Candidate **relationship management** - preparing for interview with detailed understanding of client, role & interview process
 - Manage interview process and gathering feedback from candidate & client
 - **Managing expectations** of both parties through to job offer and candidate's acceptance of role - **negotiating rates to close deal**
 - **Time management** - **prioritising key tasks / daily activities**

Nov 2010 - May 2011 Front of Office Investment Assistant, Sales & Service Team (M & S Money)

- Savings & Investment **product knowledge**
- **Recognise & maximise opportunities** to **cross-sell** products / promote awareness of other product offerings
- Promote **sales** through follow up contact with customers
- Respond efficiently to customer enquiries within service level requirements, tailoring the response to the client
- Administer, process & maintain customer accounts in accordance with customer instructions, procedural & regulatory guidelines
- Handle & resolve customer complaints, meeting regulatory requirements, escalating where necessary

Sep 2009 - Aug 2010 Cheshire West and Chester Council (Office Assistant)

- Completing East Cheshire Council Bank Account Statement daily - Corresponding with staff within the office, other departments, external companies and banks via **email**, telephone and face to face
- Utilized **Excel** & specialist computer programs: Oracle and Markview
- Several daily admin duties organised into my own schedule, while simultaneously **prioritising** regular incoming customer queries
- Responsible for reconciling & locating vast sums of money

VOLUNTEERING

Aug 2016 - Dec 2016 Double Click Design and Print (Graphic Designer)

- **InDesign, Photoshop & Dreamweaver**
- Design business cards, logos, posters & menus

Jan 2016 - Feb 2016 VLSSS (Teacher)

- Teaching English at [Vanuatu's Little Star Summer School](#) (VLSSS) on the Island of Pentecost, Vanuatu (South Pacific)
- Part of a mixed team of overseas volunteer & local Ni-Van teachers
- Responsible for planning & leading classroom activities, dramas, sports and for the general well-being of the students (11 - 14 years old)
- Leading groups of students in project work, dramas, plays & other public speaking activities
- Marking students' work
- Supervising students outside of class, including at night in the dormitories, during meal times & when swimming

May 2014 - Nov 2014 Flintshire Mind (Mentor)

- Offer one to one support to individuals with mental health issues
- Support clients to achieve goals through planned activities and regular meetings
- Review & record mentee outcomes at prescribed intervals of the relationship
- Provide feedback to the coordinator about the progress of the one to one support relationship

Nov 2013 - Jun 2014 Save the Family (Webmaster)

- Working with young people touched by homelessness helping them design and build a [website for their Gateways Heritage Project](#)
- Consult the group and oversee the [websites development](#)

Oct 2013 - Sep 2014 Get Online Wrexham Flintshire ([Digital Champion](#))

- As part of a Digital Inclusion Strategy my role was to help deliver sessions, **teaching computer skills** to help people engage with **technology**, get online and make the most of the **internet**

SCIENTIFIC WORK EXPERIENCE WHILE STUDYING DEGREE

Jul 2008 - Aug 2008 [Research Laboratory Work Placement](#) (IBERS)

- Completed a Bioinformatics project: [Anchoring Brachypodium genomes to rice pseudomolecules producing heat map images](#)
- Critical approach to the collection, recording and evaluation of data
- Analyse & present data, observations and conclusions
- Wrote proposal for, and was awarded, Competitive Faculty of Science Walter Idris Jones Bursary

Jun 2008 Cardiac Rehab Department - Countess of Chester Hospital (3 week work experience placement)

- Advised patients about health. Supervised & built rapport with patients in the gym (aerobic & resistance training, plus warm-up & cool down)

Jul 2007 - Nov 2007 Environment Agency, Chester/Buckley (Assistant)

- Contributed to the work of a small team of research scientists. Collected data from migratory Salmon & Trout at Chester Weir Fish Trap. Data entry in office at Buckley

OTHER POSITIONS TO FUND STUDY OF DEGREE

Jun 2007 - Oct 2007 Pizza Hut, Sealand Road, Chester (Front of House Server)

Summer 06 Burger King, Chester (Server)

- Up-sold meal deals & highlighted special offers, delivering excellent customer service rewarded in tips

Summer 06 RB's Night Club, Chester (Glass Collector)

- Integrated into a busy, friendly & fun team, where emphasis was on customer satisfaction and a party atmosphere. Physical stamina in high energy environment, getting involved in bar dances. Developed negotiation skills to deal with intoxicated customers.

MONTHLY TECH MEETUPS

[CodeUp Chester - Code Nation](#)

- A drop in and mentoring program for adults to learn how to code and program
- Co-Organiser
 - Publish monthly events on [meetup.com](#)
 - Organise talks, guest speakers, workshops, visitors, sponsors & mobilise volunteers
 - Assistance with social media to promote sessions & engage with potential audience
 - Monitoring & responding to email: codeupchester@gmail.com
 - Admin of [CodeUp Chester Slack Group](#)
 - Hand coded the mobile responsive [CodeUp Chester Homepage](#)

[Chester Devs](#)

- A user group for programmers / developers to listen to talks from industry experts, share experiences and eat pizza (not language specific - most talks are methodology or technology based)

[Chester SEO & Digital Marketing Meetup](#)

[WordPress Liverpool Meetup](#)

[Mersey Code](#)

OTHER INTERESTS (HOBBIES)

Swing Dancing

- Weekly Swing Dancing Lessons and socials with [Cheshire Swing Cats](#) - Hoole Community Centre, Chester and [Mersey Swing](#) - The Black-E, Liverpool
- 8 & 6 Beat Lindy Hop and Charleston 30's Style
- 2018 - Attended Leeds Swing Revolution & Hullzapoppin' Weekenders + The Swingin' Spring Summer Ball at Blackpool Tower Ballroom
- 2019 - Attended Leeds Swing Revolution & Liverpool's Lindy In The Sky With Diamonds Weekenders

Travel

- December 2015 - March 2016 - Vanuatu in the South Pacific: Port Vila, Waterfall and Bwatnapni. Summer 2013 - Italy, France, Spain and Belgium. Summer 2010 - Poland, Czech Republic, Austria, Slovakia, Hungary, Switzerland, Netherlands and Turkey. Summer 2009 - 5 Week Tour England's campsites and youth hostels