

James Robert Bowe

CURRICULUM VITAE

A Cambridge science graduate with strengths in numeracy and literacy. I am currently seeking a technical role with the opportunity to learn new skills. I have built up extensive communications and teamwork skills from several years in deadline-orientated and customer-service based rolls.

Qualifications:

MSci & BA Hons in Natural Sciences (Minerals Science)

University of Cambridge, Churchill College.

Final grade: 2.1

Awarded 2004

A-Levels:

Middlesbrough College, Middlesbrough

Awarded 2000

Maths: A

Further Maths: A

Physics: A

Chemistry: B

GCSEs:

Hall Garth School, Middlesbrough

Awarded 1998

Maths: A

English: A

Physics: A*

Chemistry: A*

German: A

Plus 5 others (4×A 1×B)

Key Skills:

Software and computer skills:

- Oracle SQL & PL/SQL
- MidlandHR iTrent
- Windows (8, 7, XP, 98, 95, 3.1)
- Unix (IRIX, Redhat, Cygwin)
- HTML and CCS
- FORTRAN
- C-Shell scripting
- Microsoft Office (Word, Excel, Access, Powerpoint)
- University of Cambridge HR Systems

Interpersonal and Office skills:

- Extensive working knowledge of University of Cambridge HR and Payroll process
- Understanding of CHRIS Workflow and UoC HR Systems
- 9 years' experience in customer-service roles
- Experience communicating complex ideas to staff at different levels of seniority and understanding both verbally and in writing
- Data-entry experience
- Ability to manage work to keep multiple deadlines
- Experience in collaborative and team-based roles.

Current Employment:

HR Systems Service Desk Advisor – University of Cambridge Human Resources Division (August 2015 – Present)

My current role involves first and second line support of the University's HR Systems (*CHRIS*, *Web Recruitment*, *RAS*, *Staff Review and Development*, *UPS*, *Employee Self Service* and the *Temporary Employment Service* system). These systems manage the recruitment, pay and employment records for 10,000 full and part-time employees on a £300 million annual payroll. The HR Systems service desk typically handles between 20 and 30 calls per day relating to these systems.

Duties include diagnosis of reported errors, writing data fixes to be run in the live system, identifying and implementing workarounds or solutions to reported errors, impact analysis of bugs, developing ad-hoc reports and limited testing of new features in HR Systems prior to roll-out. Where I am not able to provide a solution to a reported problem I am responsible for communicating the situation in a clear and concise manner to either the internal development team or external vendors as appropriate.

Software used includes *Oracle SQL Developer*, *Midland iTrent*, *Hornbill Supportworks*, *Tortoise SVN* and *Microsoft Office*. The role requires a good working knowledge of University HR and payroll processes and an understanding of how CHRIS workflow integrates with related University systems.

Employment History:

HR Recruitment Administrator – University of Cambridge Human Resources Division (March 2011 – August 2015)

In this role I processed appointment and amendment paperwork from departments within the University along with additional tasks as required within the Recruitment Services Team. Duties included ensuring that recruitment paperwork is correct and complete and that appropriate permissions for the amendment or appointment have been given, updating the University's HR/Payroll system (*CHRIS*) and producing amendment letters and new contracts.

The role required attention to detail, excellent communication and organisational skills and a basic knowledge of employment law and principles of HR best practice. I was also assigned temporary duties in the Grading and Reward team recording incoming grading requests, producing resulting regrade letters and new post notifications and answering queries regarding role descriptions and grading process.

Personal Tax Assistant – Websters (July 2010 – February 2011)

A training role involving the preparation of income tax returns for a wide variety of clients, during this role I began formal training for an ATT qualification. Duties included preparation of small sole trade and lettings accounts, collating information from a variety of documents (e.g.: bank and dividend statements, receipts, HMRC tax code notices), following queries with clients and government agencies and production of internal planning and work-flow documents. Regrettably the firm's workload did not increase as expected and I was made redundant in January 2011. Software used included standard *MS Office* programs and *Digita Personal, Business and Trust Tax*.

Payroll Administrator - University of Cambridge Finance Division (November 2009 - July 2010)

Assisting with the administration of the weekly, occasional and pensions payrolls. Duties included processing tax forms, data entry; chasing queries with department administration, university employees and the payroll team; printing payslips; dealing with correspondence and telephone enquiries from HMRC, employees and pensioners.

Stores Assistant - Temporary Employment Service (June 2009 - November 2009)

A temporary role assisting with the University of Cambridge's Department of Engineering's Purchasing Department. Duties include receiving deliveries on the university's *IProcurement* system, assisting with stock count, updating internal price lists based on recent invoices, matching invoice and deliveries and assisting with front desk inquiries.

Human Resources Assistant – University of Cambridge Human Resources Division (October 2007 - June 2009)

A fixed term contract during which I was responsible for entry and maintenance of data on the new *CHRIS* HR/payroll system including that required for statutory HESA returns, payroll data, right-to-work requirements and research grant information. This was a major development for the University using new software, and the contract was ended after the successful completion of the project when the system went live.

Various - University of Cambridge Temporary Employment Service (August 2007- September 2007)

A variety of temping jobs for the University of Cambridge Temporary Employment Service.

University of London, Birkbeck College, School of Crystallography (2004-2007)

Left PhD program due to a change in personal circumstances.

Work involved extensive use of atomic-scale modeling (Molecular dynamics and energy minimisation) software on large academic computer clusters (100+ nodes), writing *FORTRAN* and *C shell* scripts and data analysis in both *UNIX* and *Windows* environments. Presented results and reports using *Word*, *PowerPoint* and *LaTeX*.

Publications:

A computational investigation of stoichiometric and calcium-deficient oxy- and hydroxy-apatites

Nora H. de Leeuw, [James R. Bowe](#) and Jeremy A. L. Rabone; [Faraday Discussions, 2007,134, 195 - 214](#)

Science outcomes from the use of Grid tools in the eMinerals project

Stephen Wells, Maria Alfredsson, [James Bowe](#), John Brodholt, Richard Bruin, Mark Calleja, Richard Catlow, D.J. Cooke, Martin Dove, Zhimei Du, S. Kerisit, Nora de Leeuw, Arnaud Marmier, Steve Parker, G. David Price, Bill Smith, H. Spohr, Ilian Todorov, Kostya Trachenko, Jon Wakelin, Kate Wright; [Proceedings of the UK e-Science All Hands Meeting 2004,pp 240-247; ISBN 1-904425-21-6](#)

Further Interests:

In addition to astronomy and roleplaying games, I am a keen amateur photographer and keep an on-line gallery of my work at: www.flickr.com/photos/jamesrbowe/sets/