

CV. Garry Burns

Contact Details

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Aims

I aim to immerse myself and build experience within a business that strives for service improvement and that inspires new experiences of engagement throughout industry. By applying tested skills in research, design analysis and communication I am looking to develop a new benchmark in service development.

Professional Design Experience

HBOS PLC - LEAN Project

Faced with a customer-last approach to system development, the retail servicing division rapidly alienated large numbers of customers. The team I was involved in was tasked with quantifying this problem and presenting incremental changes to reverse the trend. Ultimately resulting in a customer led approach to system development, the changes brought about a significant reduction in complaints and sowed the seeds of a customer-focused culture amongst frontline staff.

Reference: Mike Rennie - Manager, Tel: 07821 696638

Reference: Steve Gray - Manager, Tel: 07825 759251

Work while in Australia

- Freelance graphic design work under the Push...Design moniker for established clients in the UK, examples of which can be found at www.pushyourdesign.com
- Research and development of bespoke components within Scotek Solutions Pty Ltd
- Logistic management assistance

Insight Innovations (Scotland) Ltd

In response to Dundee's growing digital media status, Insight Innovations was set up to capitalize upon a growing demand for high quality 2D artwork ranging from traditional graphic design to on-screen animations. The learning curve for setting up the business, implementing essential marketing and maintaining high level output, was considerably steep. Specific skills developed at this time include researching available funding, accessing local and national assistance programs such as 'The Business Gateway' and forging tight client and supplier links to ensure stability through growth. These tasks in conjunction with deadline orientated artwork creation has resulted in an appreciation of how design management skills can be applied in a wider sense across all business practices and is an approach I am keen to promote in any future positions.

While furthering graphic design and creative thinking abilities, skills in invoicing, credit control, formal written communication, on-site presentations and workflow management were practiced on a daily basis.

Reference: Gareth Christie - Managing Director, Tel: 01382 804368

Medea International Limited

Progression to management of the graphic art and traditional marketing team at an international level over the two-year period served, via an in house apprenticeship. Co-Managing the Technical/Customer support supplied by the company to the public and trade sectors. Coordinating marketing schemes for new product launches. Including the now recognized brands Inkrite™ and Discrete™.

Evidence of graphic work can be found on the companies website www.medea.eu.com

Reference: Yusuf Okhai - Managing Director, Tel: 0870 350 0330

Qualifications

BSc Innovative Product Design, First Class Honours - University of Dundee

“The evolution of existing and emergence of new technologies has profound implications for products, the people who use them and the cultures in which they are placed. This is both an exciting and daunting proposition. Innovative Product Design aims to educate hybrid designers who have the ability to evaluate and creatively use technology in a design context. Through sensitively and critically assessing the needs of people we hope our graduates can design products that have a positive impact on our changing society.”

Polly Duplock, Course Director, Innovative Product Design 2008

Awards

Interdisciplinary Design Award 2008, The University of Dundee

- presented by Mike Press, formerly of The Design Council

Innovative Product Design Class Prize 2006/2007

- presented by Polly Duplock, Course Director

Interests

I am very lucky to have a set of interests that either promote, inspire or involve me in design at various levels. From the clothes I buy to the conversations I have, the design sphere is a strong influence in my life, and I love that. I enjoy photography and have managed to find a particular niche in nightclub / event photography. This works out well as it allows me to indulge my social nightlife. To get away from the computer or just for some fresh air I have found a passions for mountain biking and hill-walking, and Scotland certainly caters well. Oh, and don't get me started on travel...

Frustrations

Seeing so many service designs, whether public or private, that simply don't do the best job they could. This does however have the benefit of keeping my mind busy plotting how I could improve them someday.

Skills

General:

- Impeccable English verbal and literacy skills
- Willing adaptation to varying environments
- Developed people management and listening skills, honed at various levels of management
- Keen judgement of character
- Thoroughly enjoy the challenges of working in a team, yet possess the initiative to work solely or remotely

Design:

- 7 years working experience with Illustrator, Photoshop, InDesign and CorelDraw. Mac and PC
- 5 years freelance photography and photo editing
- 5 years experience liaising directly with print houses and packaging companies
- Proficient design project management skills having developed own approach
- Understanding of script languages HTML, AS2, PHP, Java (Processing) and database management via MySQL

Customer:

- 6 years experience within a help desk environment offering support to both the general public and private clients
- World class standard people handling skills and telephone manner
- Fluency in office/administration software including Microsoft Word, Excel, Outlook, Lotus Notes and intermediate skills in MS Access

Business:

- Experience setting up a limited company
- Familiar with sourcing funding and support from local resources
- Consciousness of wider business pressures and KPI's
- Proficient in developing product/company features and benefits to aid sales in various environments