

Julian Taverner

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Professional profile

- Three years experience as a General Manager
- Twenty months of specific UX/UI experience
- Over ten years experience in systems information design and administration
- A creative problem solver who takes a collaborative approach
- Extensive experience in staff leadership and training
- An effective communicator with a strong customer focus
- Proven ability to remain calm under pressure and prioritise effectively
- Genuinely committed to ongoing personal development and learning
- Highly adaptable; sound understanding of risk management and change

Qualifications

- Diploma in Internet Technology
- Graduate Diploma in eCommerce, specialising in Programming (with Distinction)

Most recent employment

Jan '22 - Jul '25

General Manager

MJ Exposé Health & Beauty

For the past three years I have been performing the role of a General Manager at a boutique Health & Beauty Clinic. The experience has been extremely varied from selecting an appropriate place to lease, through to developing marketing plans.

Some of the tasks I have been involved in included:

- Website design & development
- Social Media production & management of the business
- Careful use of AI tools.
- IT Systems evaluation & implementation
- Marketing & Advertising of the business
- Product development
- Recruitment
- Payroll
- Logistics
- General business operations

Previous employment

Sep '14 - Nov '19

Apiarist

Taverner & Keil Apiaries

Being self-employed meant performing a large variety of tasks. I had to learn quickly how to raise bees, but it became much easier once I realised the bees behave a lot like software. They had functions, inputs and outputs, and often they could be reprogrammed.

Some of the tasks I have been involved in included:

- Redesigning bee hiveware
- Develop faster hive construction techniques
- Reduce hive costs
- Improving workflows
- Managing & scheduling hive movements and inspections (up to 800+ hives)

Oct '12 - May '14

UX/UI Designer

Farmside (BayCity Communications Ltd)

Working for Farmside involved me performing tasks a little more than exclusively UX/UI. I have mostly worked with Farmside's customers and staff, however I have also had the opportunity to work with staff from the larger TeamTalk Group: BayCity Communications, CityLink and TeamTalk.

Some of the tasks I have been involved in included:

- Performing user research (needs analysis, goals, tasks, workflows)
- Business analysis
- Prototyping (paper, lo-fi web based, application)
- Qualitative & Quantitative research
- Interaction design
- Visual design
- Website analytics and reporting

- Preparing instructional content
- Identifying product opportunities

The largest bodies of work that I have been working on include:

- an new layout for Farmside's monthly invoices/statements
- a series of farm specific weather modules
- a dashboard of account management tools for corporate customers
- an analysis of the customer journey through the Farmside call centre for sales & customer support
- moving the farmside.co.nz website to a responsive framework

The technologies & tools that I used were:

- Justinmind Prototyper
- Adobe Photoshop
- Bootstrap HTML, CSS, and JS framework
- JQuery
- Google Analytics
- Microsoft Visio
- HTML5

Dec '04 - Oct '12

Senior Web Developer

Christchurch Polytechnic Institute of Technology (CPIT)

{now Ara Institute of Canterbury}

In this role I was mostly the sole person to maintain and develop CPIT's web environment; from organising routine updates to managing significant projects.

With over 20,000 user sessions per week, this site presented some significant challenges & complexities.

Tasks were varied and include:

- Co-authoring RFI/RFPs
- Consulting with other business units
- Gathering business requirements
- Performing user research (interviewing and testing)
- Developing information hierarchies
- Designing system solutions
(including: storyboarding, wire framing, paper prototyping)
- Experience, information and interaction design
- Server & Technology migrations
- Site analytics and reporting
- Mentoring interns
- Preparing instructional content
- Developing web-based applications
- Integrating the website with other digital media and services

Projects and applications included:

- Development and redevelopment of several websites
- Several server transitions from ASP to PHP and then into the Squiz Matrix CMS, plus the more recent migration into a virtual server infrastructure
- CMS integration with other information repositories
- Timetabling, vehicle booking, job logging and software licensing applications

The technologies & tools that I used were:

- Squiz Matrix (CMS)
- Adobe Photoshop
- Adobe Dreamweaver
- XHTML
- CSS
- XSLT
- Webservices (SOAP, REST)
- JQuery
- PHP
- JSON
- Google Analytics
- Funnelback SaaS search
- MySQL
- Apache
- Microsoft Visio
- Microsoft Access

Tutorials include:

- Displaying semantically related content with (stored) search pages
- Tracking file downloads/external links/mailto's with Google Analytics and jQuery
- Displaying tweets in MySource Matrix

Conference presentations:

Squiz International User Conference
2009 Hobart, 2010 Melbourne

Squiz New Zealand User Conference
2008, 2009, 2010 Wellington

Feb - Dec 2004

Contract Web Developer

Christchurch Polytechnic Institute of Technology

- Developing online course materials
- Supporting the webmaster in redevelopment of the main CPIT website

The technologies & tools that I used were:

- ASP 2.0
- Adobe Photoshop
- Adobe Dreamweaver
- Javascript
- HTML
- CSS
- Microsoft Access

Nov 2003

Contract Web Developer

Canterbury Employers' Chamber of Commerce (CECC)

- Assisting with information design and development CECC website

July 02-July 03

Internship: eLearning & Web Support

Christchurch Polytechnic Institute of Technology

- Updating the current website
- Developing new sites
- Investigating new technologies

Mar 97 - May 99

Casino Dealer, Carnival Cruise Lines

Oct 94 - Feb 97

Casino Dealer, Christchurch Casino

- These two roles gave me extensive experience in dealing with people, especially in stressful situations

Professional development

2004 - 2012

Various courses as part of ongoing professional development

2001 - 2002

Graduate Diploma in eCommerce, specialising in Programming
Christchurch Polytechnic Institute of Technology

- Subjects included eBusiness Strategies, eMarketing, Information Design, Project Management, Systems Design and Implementation

1999 - 2000

Diploma of Internet Technology
National College of Design and Technology

1991 - 1994

Studied towards Bachelor of Engineering/Science

University of Canterbury

- Papers included Electronic Physics, Micro Economics, Chemistry, Engineering Mechanics and Economics in Developing Countries

Community involvement

2001 - present

USAR Team Member (NZRT-12), Ministry of Civil Defence and Emergency Management

- Current Roles; Squad Leader (NZRT-12), Training Officer, and Rescue Instructor.

Disaster Response Team Member, NZ Red Cross

USAR Team Member (NZRT-11), Ministry of Civil Defence and Emergency Management

CERT Team Member, Ministry of Civil Defence and Emergency Management

- Roles included; Team Leader (CERT), Deputy Team Leader (NZRT-11), Squad Leader (NZRT-11 & Red Cross), and Rescue Instructor.
- In either instructing lessons or leading a squad (or a whole team), I was responsible for managing any number of individuals, deploying and responding to call outs, often in life threatening situations.

Training and certification:

- NZ Urban Search and Rescue (USAR) Orange Card (CAT-1R)
- General Rescue Instructor
- Swiftwater Technician

- Rope Rescue Responder
- Flood Responder
- First aid certificate

Referees

Mark Marshall

Director Foundation Experience at University of Canterbury

Former ICT Director, Ara Institute of Canterbury, Christchurch.

Jonathan "Willie" Williams

NZ-RT12 Team Leader.

Contact details and additional referees available on request.