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PROFILE

As IT Consultant / Business Analyst, I advise on improving and automating business processes through technology, implemented primarily by PC and website based software solutions. I have extensive experience in developing computer software (full life cycle), with over 25 years in a software house environment and recently in a freelance capacity. During my career I have established strong analytical / problem solving skills and gained good client facing experience (to board level), in SMEs from a wide variety of industries. I can analyse & interpret end-user requirements, prepare / present these professionally, prototype concepts, project management & develop these through to completion / client sign-off. Am highly self-motivated I can work on my own, in teams, manage small teams & liaise with 3rd parties.

LANGUAGES

- **PHP 5** - PEAR, CURL, PHPmailer, logins/security, REST api's -> XML/JSON - using PhpED IDE.
- **jQuery + UI, JavaScript / HTML** - hardcoded/dynamically from PHP, dynamic popups (jQuery, AJAX, PHP)
- **Joomla / Wordpress** + developed bespoke extensions, plugins, PHP pages, dynamic AJAX generated popup forms & information windows. Responsive websites.
- **AJAX, XML, JSON, SSL & DOM**
- **DHTML, XHTML, CSS** and **Flash**.
- **Interfaces** - to 3rd party API's & synchronising website/PC databases.
- **MySQL 5, SQL Server 10 / IIS 7**
- **Office 2010** - Web interfaces in VBA, Word, Excel, Visio, Publisher, Project, PowerPoint, MapPoint, VSTO utilities.
- **Visual Studio 2012 / Basic**
- **Crystal Reports**
- **4GL Database languages**
- **Windows, Linux, UNIX, Apache**
- **Ubuntu on Oracle VM VirtualBox**
- **LAMP WIMP, WAMP**

Have also gained some experience in:-

- Android Mobile/Tablet Apps in Java
- Drupal, Mambo, Symfony, Zend, Concrete5.5, Magento, C# .NET

SKILLS

- **Business Analysis**
- **Project Management:** MS project, Critical path, Scrum (Agile).
- **Communications**
- **Writing Specifications**
- **Prototyping**
- **Diagrams:** UML / dataflow / workflow
- **Documentation**
- **Scheduling** - with critical path
- **Database design** - SQL, optimised schemas & normalisation.
- **Designing Software** - (innovative & intuitive, functionally & UI front-end)
- **Developing Software** - (full life cycle to meet business & end-user requirements)
- **Websites:** MySQL, dynamic PHP, JS & AJAX, CMS, MVC, SEO, Social Networking links & Analytics - Joomla / Wordpress, GIT - Version control.
- **Testing** - Software & databases
- **Photoshop CS6:** OS maps, logos, photo/image manipulation / overlays.
- **Pre-sales Demonstrations**
- **Obfuscation** - code / XML data
- **Encryption** - sensitive data
- **Internet Marketing**
- **Barcodes:** dynamic / static, EAN, 128 & QR, 2D and 3D images
- **Mindmaps / Brainstorming**

INDUSTRIES

- **Charities** - Furniture re-use.
- **CRM** - Website contact management, Customer Service, Supply & Logistics.
- **Support management** - Fault and call logs, escalation, support contracts, call centres, client website access for log entry, progress enquiry.
- **Job Costing** - advertising agencies.
- **Asset control** - company owned assets & asset management companies
- **Stock control** - PC & website
- **Sale order processing** - Timber / builders yards, confectionery, food, pharmaceutical, computer & office consumables, video equipment & licensed novelty toiletry goods resellers.
- **Accounts departments** - linked to sales / purchase & nominal ledgers. **Bonus commission** - a few, including Evening Standard Newspaper.
- **Rental / Maintenance** - Call centres, office & furniture rental, phone company, support departments.
- **Property Management** - Properties and contents as assets.
- **Construction industry** - Bill of Quantities, resource estimation, cash flow projection / forecasting.
- **Property Rental** - Villa rental. Client confirmations / management control.

CAREER SUMMARY AND ACHIEVEMENTS

Freelance IT Consultant - <http://your-it-consultant.co.uk> - (July 2003 - to date)

Concentrating on consultancy, dynamic browser compatible (mainly LINUX) websites, PC software & SQL databases.

- **Joomla / PHP website** - **Villa rental booking/admin**, **Willstrop Property Co** - 2011-2013/Oct - CyprusVillaRental.co.uk
 - Bespoke PHP villa holiday bookings management website module covering client booking/billing, owner payment statements, maintenance/cleaning schedules, villa availability calendar, advance client villa searching - payment, billing, emailing & contract management reminders, dynamic popup context sensitive emails from mail-merge type templates.
 - Specified / managed and developed - Includes dynamic popup AJAX generated entry forms & information windows.
 - PHP/Ajax dynamically created HTML:- popup forms + information screens & automatically generated emails - QR barcodes, short hyperlinks, Captcha codes, Internet / Social marketing - Twitter, Flickr, Facebook & Google+
 - Remote setup / maintenance of a dedicated Linux webserver using Parallels Plesk Panel.
- **PHP Web based Stock Control, Asset Management & CRM system** - 2007-present - see ReUseWeb.co.uk.
 - Designed ReUseWeb in consultation with furniture re-use charities, this was a mixture of paid for / voluntary charity work and has been used clients in the charity sector.
 - Local VB 2012 + Web PHP RESTful module to synchronise stock from a local SQL Server to the website MySQL database + Resize / FTP upload photos + download online stock reservations / user forms to a PC based system.
 - Android App to take photos of stock and upload to a local PC based system and website.
 - Integrated a 3rd party API for printing Bar code / Name & Address labels from within the website.
 - Developed interface: a simple updating/uploading utility - Interfaced SQL server to Excel using Visual Studio (VSTO).
 - Enabled greater availability & accuracy of information on the website, increasing customer awareness & revisits.

- **Project Managed** - New IT barcoding, stock, sales order control system - see Furnistore.co.uk (re-use charity).
 - Interpreted requirements, specified enhancements, negotiated price / timescales with 3rd party supplier.
 - Investigated, evaluated & implemented a new inventory software package + specified/installed hardware
 - This saved on staff time by making the sales process 50% more efficient & by reducing manual form filling by 80-90%
- **Client for 3+ years** - [Roomservice Ltd, Surrey](#) - My responsibility was day-to-day support & to maintain their asset / stock management, job costing, bar coding & periodic rental billing software.
- **Top 10 SEO** - Achieved many first page website ranking positions on search engines such as Google, e.g. Sandbagger.co.uk with key words 'flood defence machine' & 'sand bagging machine'
- **Bespoke work** - Various companies & individuals – Websites, Visual Studio, Microsoft Office (VBA, VSTO), eCommerce website & work from my previous employer ESG.

ENTERPRISE SOLUTIONS GROUP Ltd (ESG), Chessington, Surrey – Software House
Business Systems Consultant – (June 1990 to June 2003)

My role covered Business Analysis, Project management and Software development. Reporting to both the Managing Director & Software Development Manager, I designed & developed both multi-user standard & bespoke software which, where applicable, interfaced with the in-house developed accounts package and stock control system. The majority of my role was project based development & client implementation, with hands-on project management responsibility for myself & when required, for small project based teams, including pre-sales demos.

- Performance was measured by both adhering to internal budgets & achieving agreed client timescales
- I liaised with new & existing clients, at all levels, including board members.
- Full project life cycle, from pre-sales demos to ensuring clients signed off completed work.
- Analysed requirements to produce functional / design specifications & work/data flow diagrams.
- Designing database schemas, both 4GL languages & SQL Server.
- Estimating time, produce client quotes & scheduling for internal / external use.
- Programming, testing, data conversion / auditing, documentation & training.

➤ **MAIN PROJECTS:-**

- **SUPPORT MANAGEMENT SYSTEM** - For use in call centres & support departments, SMS allowed for the managing / monitoring and escalation of customer support calls / fault logs.
 - Consulted with both end-users, clients & internal support department to design/develop this package.
 - Interfaced to the job costing / accounts packages & facilitated client access via websites.
 - Catered for CTI (telephone dialling / screen popping), automatic emailing and periodic billing.
- **RENTAL / MAINTENANCE SYSTEM** - Developed to facilitate sales order processing / asset management & periodic billing functions within the job costing / bag methodology of working.
 - Completed within budget, both timescale (12 month initial project) and financial (100k)
 - Was responsible for a 2 person team for this development.
 - Enabled a 50% improvement in sales using existing staff level through implementation of this project.
- **SALES ORDER PROCESSING** – Processed orders through to despatch/invoice, with full stock control, BOM, special prices / offers, stocktakes, bar coding, multi-location, client history, analysis & full auditing.
 - Had sole responsibility for the implementation / support of all distribution based clients over a 6+ year period.
 - Designed & specified the redevelopment of SOP and Stock system to cater for telesales & point of sale POS use.
 - Installed SOP with Ac. Ledgers, enhancing as required, into a wide variety of clients from many industry sectors.
- **JOB COSTING** – A job bag / cost centre based package with estimates / quotations, time / expenses, WIP accruals, sales invoicing, back-back purchases, profitability analysis & new business marketing / campaigns.
 - Was responsible for project management from contract to implementation for several advertising agency clients.
 - Enhanced functionality in key areas such as job scheduling with Gantt charts which integrated with MS Office.

PREVIOUS BACKGROUND

- **Ashdown Business Systems Ltd, East Grinstead - Small Business Software House – 1989-90**
 - Developed Job Costing, Quote Master, Fidelity Tax Master, Job Estimating, Media Analysis, Travel Booking, Cash Book, Bonus Calculation, Sales Order Processing - interfaced to Pegasus accounts ledgers.
- **ABS Oldacres Computers Ltd - Construction Industry Software House – 1984-89**
 - Enhanced Bill of Quantities & developed Resource Estimating, Cash flow analysis, Post Contract, SOP.
- **Fiveways Software Ltd, Birmingham - Educational Software House – 1983-84**
 - Wrote pre-specified educational software for schools and home use.

EDUCATION – Chris R Green, 81 Monson Road, Redhill, Surrey, RH1 2EX - 07968-141368

Royal Russell School - Secondary - Croydon, Surrey - 1976-83

- 12, O levels & 2, A levels - Computer Science (B, 98% in project) & Economics.