

# Mr CHRIS R. GREEN

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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 small to medium sized companies from a wide variety of industries. I can analyse & interpret end-user requirements, prepare / present these professionally, prototype concepts and develop these through to completion / client sign-off. Being highly self-motivated I can work on my own, in teams, manage small teams & liaise with 3<sup>rd</sup> parties.

### LANGUAGES

- **PHP 5** – PEAR, CURL, PDO /mysql\_, logins/security & PhpED IDE.
- **JavaScript / HTML** – both hardcoded/dynamically written in PHP
- **AJAX, XML, SSL & DOM**
- **XHTML, CSS** and **Flash**.
- **Interfaces** - to 3<sup>rd</sup> 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 / Basic**
- **Crystal Reports** - presentation
- **4GL Database languages**
- **Windows / UNIX**

#### Have also gained a knowledge of:-

- Zend, Symfony, Wordpress, JQuery, OOP, Social networking sites and LINUX
- Apache (have installed and setup)
- C# (developed using .NET for 6 mths)

### SKILLS

- **Business Analysis**
- **Project Management**
- **Communications**
- **Writing Specifications**
- **Prototyping**
- **Diagrams** - dataflow/workflow etc.
- **Documentation**
- **Scheduling** – with critical path
- **Database design** – SQL, optimised schemas & normalisation.
- **Designing / Developing Software** - (innovative & intuitive, both functionally / UI front-end to meet business & end-user requirements)
- **Websites:** MySQL / PHP driven, dynamic / static, SEO & analytics.
- **Testing** – Software & databases
- **Photoshop** – CS5, photo/image manipulation / OS maps with overlays.
- **Pre-sales Demonstrations**
- **Obfuscation** – code / XML data
- **Encryption** – sensitive data
- **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** – Rental.
- **Construction industry** – Bill of Quantities, resource estimation, cash flow projection / forecasting.

## CAREER SUMMARY AND ACHIEVEMENTS

### **Freelance IT Consultant** – (July 2003 - to date)

Concentrating on consultancy, dynamic websites, PC software & SQL databases.

- **PHP Web based Stock Control, Asset Management & CRM system** - please see [ReUseWeb.co.uk](http://ReUseWeb.co.uk).
  - I designed ReUseWeb in consultation with furniture re-use charities, this was a mixture of paid for & voluntary charity work and has been taken up by two clients in the charity sector.
  - Integrated a 3<sup>rd</sup> party API for printing Bar code / Name & Address labels from within the website.
  - Developed interfaces to link databases on a PC (SQL server) stock system with the website (MySQL) and a simple updating/uploading utility – which Interfaced SQL server to Excel using Visual Studio (VSTO).
  - Enabled greater availability & accuracy of information on the website, increasing customer awareness & revisits.
- **Client for 3+ years** - [Roomservice Ltd, Surrey](http://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](http://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.
- **Project Managed** - IT upgrades, recent example [Furnistore.co.uk](http://Furnistore.co.uk) (re-use charity) required a new IT system.
  - Specified, Sourced & installed the required hardware (PC's & bars code printers).
  - Interpreted requirements, specified enhancements, negotiated price / timescales with 3rd party supplier.
  - Investigated, evaluated & implemented a new inventory software package.
  - This saved on staff time by making the sales process 50% more efficient & by reducing manual form filling by 80-90%

**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.

- 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.
  - Worked with 2 major clients, one of which sold/maintained phone systems and also used SMS (above).
  - 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 & the stock system to cater for telesales & point of sale use.
  - Enhanced & configured SOP to meet client requirements.
  - Installed with ac. ledgers into a wide variety of clients covering 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.
  - Utilities / functionality for Microsoft office using VBA

**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**

- Royal Russell School - Secondary - Croydon, Surrey - 1976-83**
- 10, O levels & 2, A levels - Computer Science (B, 98% in project) & Economics.