**Ralphael A Oshun**

**IT developer (ECM)**

**Location**: Gloucestershire

**Telephone**: 07584040980

**Email**: [ralphaeloshun@gmail.com](mailto:ralphaeloshun@gmail.com)

**Professional Profile**

As an experienced IT developer, I specialise in leveraging the Hyland ECM suite, to create customised solutions that meet business needs. With strong expertise in C#, I have successfully developed and automated processes such as streaming documents through APIs, designing GDPR-compliant workflows, and enhancing existing systems like the ELTO process for better readability and efficiency.

I excel in cross-functional team environments, collaborating closely with stakeholders to ensure expectations are managed effectively. My focus on error reduction and improving user experience underpins my approach to development. I am hardworking, self-motivated, and thrive in both individual and team settings, bringing a strong attention to detail to every project I undertake.

**Skills**

**Proficient: C#, JavaScript, ReactJS, Context API, RESTFUL API, REDUX, HTML5, SCSS, GIT, Bootstrap, Material-UI, Materialize**

**Familiar: GraphQL, Mongo DB, MYSQL**

**Career Summary**

**July 2020 - Present**

**Company: Ageas Insurance Ltd**

**Role: IT Developer**

**Outline:**

As an IT Developer at Ageas, I am responsible for designing, developing, and maintaining our comprehensive enterprise content management (ECM) OnBase system, OnBase, which is used to capture, manage, store, and retrieve documents while automating workflows and business processes. I collaborate closely with business analysts and other stakeholders to design tailored solutions that meet the organisation's specific needs.

I work across multiple departments, particularly those dependent on OnBase or its integrations (such as I-Series and Webservice), guiding projects from the development stage through to production. I leverage my expertise in C# to build custom scripts that extend OnBase functionalities, automating complex business processes that cannot be achieved through default workflow options.

**Key responsibilities:**

* Stakeholder Management: Collaborate with business analysts, end-users, and other stakeholders to design and implement OnBase solutions.
* Automation and Workflow:Build and automate workflows for document routing and linking to streamline business processes.
* Custom scripting: Develop custom scripts for data validation, document processing, and advanced workflow automation using C#.
* Integration:Implement connectors to integrate OnBase with other organisational systems, both existing and new (e.g., I-Series, Webservices).
* Security and Compliance:Ensure data security through user access management and enforce compliance with industry standards.
* Testing and Debugging: Perform thorough testing and debugging of OnBase, workflows, scripts, and integrations to ensure smooth operations.
* API Integration: Retrieve documents, modify metadata, trigger workflow actions, and communicate with external systems to extend OnBase capabilities.
* System Upgrade: Manage system upgrades, ensuring the OnBase platform is always up-to-date and functioning optimally.

**September 2016 to July 2020**

**Company: Ageas Insurance Ltd**

**Role: Learning and Development Officer**

**Outline:**

I was responsible for creating and delivering training programmes that were based around a blended approach to learning to ensure trainees receive an understanding of the core elements of their role and the fundamental believes of the company. My training programmes were a combination of class led sessions and E-Learning programmes. Through the concept of ‘gamification’ I created e-learning courses that cater to different learning styles, programmes that were mindful of the learning cohort. Through analysis, I determined learning needs, I then designed, delivered and evaluated training programmes to ensure there is a result on investment.

**Key responsibilities**

* Stakeholder Management
* Project management
* Delivering motor claims training across 3 regional offices
* Design and delivery of training materials for classroom training
* Creating a storyboard, designing and delivering innovative E-learning packages through LMS
* Coaching colleagues on a range of software’s including Camtasia, Articulate storyline & 360, LMS and Adobe Spark
* Planning and evaluating departments logistics
* Evaluating delivered solutions
* Process improvement and reducing failure demands
* Innovation and creativity in a competitive market

**June 2014 – September 2016**

**Company: Ageas Insurance Ltd**

**Role: Motor Claims Technical Advisor**

**Outline:**

As a technical advisor, I served as a referral point for foreign claims, theft, credit hire and as a telematics expert, which enabled me to support, guide and offer solutions to others. I reviewed outstanding debts and negotiated with external clients to reach an amicable resolution, which involved collating and analysing data, analysing the behaviour patterns and applying this knowledge to future cases.

**April 2012 - June 2014**

**Company: Ageas Insurance Ltd**

**Role: Customer Service Advisor**

**Outline:**

I worked within the Affinity Sales department where I dealt with high volumes of calls. I was responsible for listening to clients and assisting them in finding a product that met their needs whilst ensuring they received an individualised pleasant experience. I was responsible for writing to customers and maintaining records to a high standard. I undertook a range of training, which included Customer Service in Car Insurance; Coaching, and CII.

**August 2011 - December 2011**

**Company:** **Venture Photography**

**Role: Design Consultant**

**Outline:**

Venture was all about providing customers with a complete experience. I was responsible for leading clients through their images and ensuring they had a positive experience whilst they choose their pictures. My role included sales, digital image manipulation to meet the customers requirements and also ensuring images were ready for collection. I was also responsible for phoning clients, arranging appointments and covering the Reception desk in the studio.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Programming Portfolio:**

**Static Website:**

* <https://royal-tosh.vercel.app/>
* <https://royal-tosh.vercel.app/>
* <https://afoghandi.github.io/gerich/>
* <https://modern-bank-rosy.vercel.app/>

**Professional Qualification**

* CII Cert
* TAP qualified (Dip)

**EDUCATION**

Ilupeju College

Nigeria

8 GCE (Pass and Credit) incl. English and Mathematics 1998-1999

Olabisi Onabanjo University

Nigeria

Diploma in Industrial and labour Relations (Merit)

Modules studied included: Personnel Management, Labour Law, Research Methodology and Statistics 1999-2002

Yaba College of Technology

Nigeria

Business Administration

Diploma (Upper Credit) 2002-2003

Oxford Brookes University

Oxford,

United Kingdom.

Cert Credit Modular 2008-2009

NIIT,

Abuja, Nigeria

JAVA

Developing Enterprise-wide Application 1 and 11

(Java Technologies) V2.0 2010-2011

**REFRENCES AVAILABLE UPON REQUEST**