Daniel Stevens

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Having worked with the CRM application RightNow CX (now called Oracle Service Cloud) for several years, I have gained a wealth of experience in the field of CRM/CXM and have been able to contribute to the delivery of solutions to customers in a range of industries from Consumer Electronics to Utilities. I enjoy implementing code for solutions that involve some form of customisation, such as back-end PHP scripting or C# .NET UI extensions. Recently I've been cultivating a side interest in Javascript based technologies such as Node and React and video game development. I am currently unemployed and available for immediate start. Able to work remotely.

Professional Experience

2012 – Jan 2020 **Consulting Services, Oracle Corporation UK Ltd. (via acquisition)**
Worked as a Technical Consultant / Cloud Application Engineer specialising in Oracle Service Cloud. Main responsibility is working closely with customers to understand the business needs and requirements and to design and implement solutions to fulfil them.

2008 – 2012   **RightNow Technologies**
Developers of CRM cloud service named RightNow CX, created to help consumer-centric organisations deliver positive customer experience and interactions to their customers. Acquired by Oracle Corporation in 2012. Worked as a QA Engineer in their Professional Services department, providing testing services for bespoke customisations. Responsibilities included:

- Establishment and maintenance of quality assurance processes.
- Documenting test cases for manual, system level testing.
- Assisting with ongoing goal of providing software solutions of excellent quality that meet the needs of customers.

Education

2003 – 2007   **BSc Computer Science at the University of Wales, Aberystwyth**
Four-year course including 1 year internship. Graduated July 2007 with a 2:2 class degree.

Subjects of study: Java & C programming, Operating Systems, Web Development, Program Design, Software Development Life Cycles, Agile Methodologies, Database Management Systems, Internet Architecture.

Technologies & Certifications

- C# .NET
- HTML, CSS, AJAX, JQuery
- Javascript – ECMA 6, Node.js, React
- REST, SOAP
- PHP, SQL

- Linux/Unix shell scripting
- GIT SCM
- Windows Powershell
- Scrum.org Professional Scrum Master I certificate

Professional highlights

Sony Interactive Entertainment Europe

Implemented a customisation for integrating Sony Playstation Network Account data into Oracle Service Cloud. This involved implementing a REST API in PHP that acted as proxy for Sony's own REST API, and an add-in component implemented in C# .NET that interacted with the REST proxy api. Sony customer service agents benefit from convenient and secure on-demand access to customer account data and customers benefit from shortened resolution time for account issues.

Prince's Trust

Reworked an Oracle Service Cloud add-in component (implemented in C# .NET) for performing postal address lookup. The original implementation tied the component to a specific business object, however PT wanted to reuse the component with other business objects. Using well established object-orientated programming concepts (in this case, polymorphism and the Adapter design pattern) I successfully decoupled the component making it easier to reuse. This also allowed them to use the component with new business objects, the code quality and maintainability of the implementation having been improved.

Personal life

Prior to lockdown I was taking part in a 6 month Mission Discipleship Training program with Christian missionary organisation *Operation Mobilisation*. Unfortunately, this came to an early end due to the pandemic.

My hobbies include playing guitar. Up until late last year I was the lead performer in a 3-piece covers band. During the lockdown I have taken the opportunity to develop new skills, one of which is recording and producing music at home.

My faith in Christ and being part of the church in Reading is a significant part of my life. It is my faith that led me to become involved in mission. While I'm not able to go overseas at present, I've been helping in my church's local missionary work by volunteering with FoodShare, a service that distributes unsold food to the community.