



# Christopher Sullivan

Software Engineer



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## Career Summary

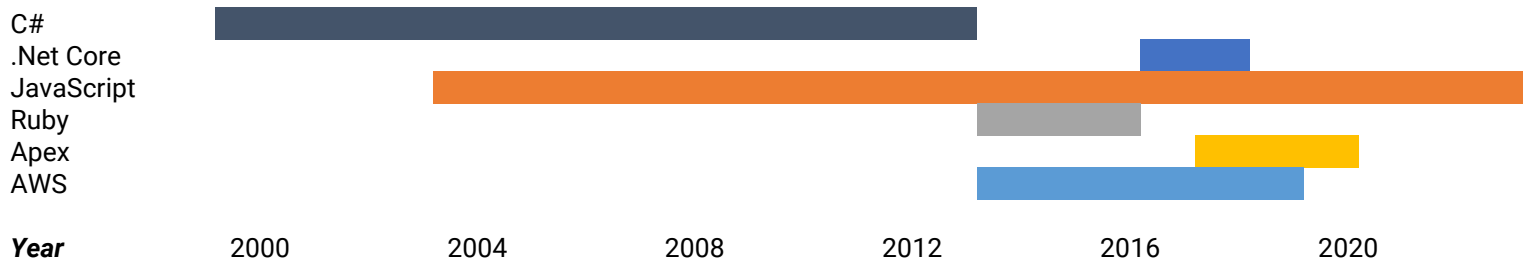
Software engineer with experience in development, consultancy and support who has worked for a variety of companies including start-ups and blue-chip corporations at senior, principal or lead level.

Always involved in the full software development lifecycle building Windows and Web applications, API's and micro services for on premise and cloud-based SaaS environments.

An advocate of Agile and Lean methodologies I like to promote open communication, knowledge sharing and encourage continual improvement. Now seeking the next rewarding opportunity to be part of an innovative and progressive company with a challenging technical landscape.

## Skills and Tools (main gig)

Skills include but not limited to the following technologies, these do not include soft skills or personal qualities that I can bring such as problem solving, diplomacy, mentoring and enthusiasm.



## Skills and Tools (side hustle)

These are skills, techniques, or tools that I have picked up along the way writing software in my spare time for myself or others.



## Education

HNC Software Engineering, Brooklands Technical College	1991
City & Guilds 726, Cornwall ITeC	1988
GCE O'levels, Penair Comprehensive School	1987



## Work Experience

Please find below my work experience, recently held positions have typical projects that I have worked on.

2017

### Senior Software Engineer

#### Sage

Sage is an established accounting software vendor and a FTSE 100 company. Joined Sage working on the X3 products and moved internally to Sage People.

**Project: Service to service integration.** Introduced alternative working practices such as design sprints, example mapping and impact mapping to ensure all stakeholders could be involved from the project inception. The initial project duration was mapped out for a year but I negotiated a re-arranged order of work, pairing back the requirements so that we could deliver a fully working end to end minimum viable product within four months so that we could elicit further feedback and avoid unnecessary development.

**Project: Domain specific APIs.** Salesforce data can be queried via an extensive set of REST APIs but Sage People want a set of APIs that only expose their domain objects and not the underlying physical data structure. For this project I influenced the design by suggesting we incorporate HATEOS. Also designed a HTTP processing pipeline and dispatcher simplifying the creation endpoints. Later added a filtering syntax like ODATA using ANTLR to build the grammar and took the lead in writing a lexer and parser to interpret the filters

**Project: X3 UK Payroll.** Worked on the Sage X3 payroll engine and a Mongo, Express, Angular and Node (MEAN) application to send the Payroll data to the HMRC Real Time Information (RTI) service. The Sage X3 team built a complex payroll engine but changes to this engine produced a significant overhead in testing resource, to alleviate this overhead I built a test framework complete with tests around the most complex rules reducing a labour-intensive process that previously took days to an automated solution taking minutes.

**Project: Pegg Chatbot.** Pegg is a chatbot and agent that is used in some of Sage's more popular products to provide help and assistance to end users. Working with other developers within the larger Sage organisation I prototyped a Pegg module to return canned responses to frequently asked questions as well as interrogate the data in the X3 Payroll product. Microsoft bot framework provided the core element for Pegg chat, LUIS for intent and GraphQL to send queries to the X3 application.

2012

### Senior Software Engineer

#### NewVoiceMedia

NewVoiceMedia supply cloud-based contact centre services. During my time at the company my role changed significantly, encompassing all disciplines from front end, middleware, backend and infrastructure.

**Project: DevOps role.** Originally seconded into the operations team to help write scripts for building out the AWS infrastructure eventually leading to a DevOps role. Within the role I introduced technologies to build, monitor and ultimately attempt to self-repair infrastructure.

**Role: Architectural Cross Cutting Concerns.** Formed a team to bring together all of the individual features teams to create a shared set of technical goals and provide solutions for cross cutting concerns. Introduced enterprise patterns where appropriate such as CQRS. Worked with other teams to ensure that less critical services could use secondary servers relieving the pressure on master servers. Started to break monolithic application into micro-service based.

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Work Experience (continued)

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2004	Lead Developer	Northgate Arinso
Northgate Arinso provide public sector software as well as HR and Payroll packages.		
<p><b>Project: HR mobile phone application.</b> Lobbied stakeholders to obtain small budget to form a new team to build native applications for Windows Phone users. The project resulted in an employee self-service application allowing the employee to look at their basic details, organisation hierarchy including quick links to other members in the same team as well as absence and holiday booking. HR managers were provided additional features to enabled them to approve requests.</p> <p><b>Project: Application Framework.</b> The development department was tasked to bring a new suite of applications to market. The applications themselves needed to be taken by business partners and customised which included the creation of their own domain objects, rules, forms and business logic. The core application supplied by Northgate Arinso also had to upgradeable without affecting partner customisations. Architected and lead the team to build a framework of components that included processing engine, plugin module (plugins running in a separate app domain), custom .Net controls, code generators, office integration and a cut down view of the Visual Studio IDE to allow the product to be customised by the third parties.</p>		
2001	Senior Software Developer	Microsoft
2000	Principal Consultant	Documentum
1998	Principal Consultant	PWA Personnel Systems
1996	Technical Team Lead	Highams
1994	Software Development Manager	Churchill Retail Solutions
1990	Software Developer	Kerridge South East
1987	Support Developer	Custom Maintenance Systems

a little bit more information and some of my interests ...

Currently living in a small village in Hampshire with my partner and two pet dogs although we foster so on any given day there could be more in the pack!

A child of the 80's I started coding BASIC on a ZX81 progressing to 6502 assembler on a Commodore 64 where I wrote my own software and hacked the occasional game, sending in Peeks and Pokes to the likes of magazines such as Zzap64! (and cheats for games such as Delta by Thalamus software).

Interests include hi-fi, graphical novels, films/cinema, country walks and robotics. In my spare time I am also a committee member of a local youth organisation.

