



PROFILE

So far helped to transform companies in the Automotive, Telecoms, Contact Centre and Energy industries, working closely with Stakeholders, Developers and Suppliers, I can adapt to many roles.

Excelling in Business Analysis, "As-Is" "To-Be", Product Design, API, Database, Transformation and Migration Projects.

I have a strong corporate and development background which helps me to translate and bridge the gap between Stakeholders and Back Office Developers.

My deep understanding of many programming languages and software design principles makes me uniquely qualified to recommend and deliver the best solutions for the right requirements.

CONTACT

PHONE:

07771-377511

LOCATION:

Leeds, Yorkshire

EMAIL:

rob@foxchronos.co.uk

CORE COMPETENCES

- Business Analysis
- Solutions Architect
- Microservices / API Architecture
- DevOps
- Stakeholder Management
- Data & Transformation/Migration
- Full SDLC Product Development
- Agile Project Management
- Microsoft Azure Cloud
- CRM / CMS

ROBERT GREIG

BUSINESS ANALYST / SOLUTIONS ARCHITECT / DEVOPS

WORK EXPERIENCE

AMT CONTRACT HIRE & LEASING - Business Analyst / Solutions Architect / DevOps

Oct 2017 – Present Day

Over the past number of years, I have been working on a Digital Transformation Project in Leeds with AMT - helping them to upgrade their website and migrate their back-office systems to the Salesforce Cloud.

After initially performing "As-Is" "To-Be" analysis and building a RoadMap with key Stake Holders, I built two new development teams to deliver my recommended DevOps solution using Azure with an Agile approach.

The key achievement was to architect and then deliver a solution that would allow the new website and Salesforce Cloud to be able to share the complex data stored within the newly designed Azure SQL Server databases via an API Gateway and several Microservices.

Another major accomplishment was to build an automated ETL process and scalable cloud solution that could handle the extremely large amount of daily changing vehicle data and supplier pricing data feeds.

As well as managing the two teams and projects and working on the data and API, I was also able to spot and take ownership of the entire IT infrastructure. This resulted in a massive cost cutting of £57k per year, a £250k tax rebate, alongside upgrading the ageing infrastructure - a task that would involve changing IT Support supplier, mobile provider, installing Fibre Broadband, replacing every desktop, hotspot, router, firewall and installation of a new Telephone SIP – I had a truly transforming effect on the company.

PREMIUM LISTING - BI Developer

July 2017 – Aug 2017

Worked on a modern way to view reports using SSRS and Azure SQL.

360 BUSINESS FUSION - Solutions Architect

Jan 2017 – Jul 2017

I was asked to take the lead in designing and installing the "always on" Microsoft Azure Cloud based IT and Telecoms infrastructure for a newly formed Contact Centre. This resulted in a scalable infrastructure that would require minimum maintenance and have a self-serve reporting portal built on PHP, MySQL further extended with MS Excel Power Pivots.

SKILLS

- BI Analyst / BI Developer
- Docker / Kubernetes
- Requirement Gathering
 - User Stories
 - Process Mapping
- Planning and Delivery
- Project Management including Trello, Jira and Confluence
- Agile including Scrum & Kanban
- Salesforce Cloud
- Microsoft Azure Cloud
- Virtual Machines / Web Apps
- Enterprise API Development
- Greenfield / Brownfield / Bluefield
- Data Modelling
- Migration, Transformation
- SSIS, SSRS
- IaaS, PaaS, SaaS
- Extract, Transform & Load (ETL)
- Process Automation
- Scripting
- Dashboards & Wallboard design
- Microsoft Power BI
- Microsoft Excel Power Pivot
- MDX/DAX Expressions
- Web Development
 - PHP, Yii2
 - MySQL
 - JavaScript, jQuery, CSS
 - JSON, XML
 - SOAP, REST, Ajax
 - WordPress, Project Nami
- Database Administration (DBA)
- Microsoft Azure SQL Server
- Advanced T-SQL
- Data Warehouse
- Visual Basic - vb6, vb.net
- Console applications
- WCF Web Services / API
- Software Testing
- Selenium
- Screen Scraping
- Vehicle Tracking & SMS
- Proximity Marketing
 - Embedded Systems
 - Bluetooth, NFC, QR Codes
- Full Software Development Lifecycle

HOBBIES

Walking the Dog
Photography
YouTube Vlogging
Playing Pool
Karaoke

LARGE B2B CONTACT CENTRE - BI Developer / Head of Development

May 2014 – Dec 2016

I was very successful in introducing and developing many innovative Agile led processes including Real-Time Lead Loading, Campaign Management Dashboards, Wallboards and the Data Warehouse.

- Investigated the existing infrastructure, planned via a series of workshops, documented then implemented changes to the current architecture.
- Planned, designed and built the new SQL Server infrastructure.
- Built new Contact Centre agent scripts using PHP 5.3.
- Planned and built a new real-time data service using PHP, SSIS, SSRS, incorporating advanced T-SQL based functions and procedures.
- Built and managed a team of technical staff using Jira/Confluence.

A major success was designing an industry first process that ensured a high sales uptake and was a main contributor to the success of campaigns and future business. The turnover grew from £250k to £3m, staff grew from 30 to 300+ with the addition of 3 extra offices.

ABZORB TELECOMS – IT Contractor

Nov 2007 – May 2014

I enjoyed a long-term contract with the Mobile and Landline Telecoms Provider and helped to design, develop and support a CRM and other back office systems. Initially part of a 2-man department growing to 7 after 4 years. Turnover grew from £4m to £12m.

Key Responsibilities:

- Enhanced and then took over the development of the Sales CRM using SQL and vb6 - ported it later to vb.net.
- Built multiple Wallboards to show real-time departmental ticket queues using PHP 5.2, SQL Server 2008 r2 functions.
- Performed many DBA functions such as backup and T-SQL.
- Automated the integration of external Provisioning and Client Services emails into SQL Server using vb.net.
- Built a 6 screen Reception Wall board complete with Videos and Animations and a method to publish various welcome messages on a ticker at the bottom of the display.
- I used Photoshop to build various adverts, vb.net for the messaging and built and edited videos using Hit Film Express.
- Corporate Photographer (Golf Days & Public Announcements).

EDUCATION

THE MANCHESTER METROPOLITAN UNIVERSITY

Sep 1993 - May 1997

Including 1 Year Work Placement at IBM, Hursley Park, Southampton
BACHELOR OF SCIENCE - INFORMATION SYSTEMS: 2:1

NORTH TRAFFORD COLLEGE, MANCHESTER

Sep 1991 - May 1993

BTEC NATIONAL DIPLOMA IN COMPUTING AND IT: DISTINCTION

ALTRINCHAM BOYS GRAMMAR SCHOOL, MANCHESTER

Sep 1985 - May 1990

8 GCSE – GRADE C OR ABOVE INCLUDING MATHS AND ENGLISH

PROFESIONAL EDUCATION

IKM ASSESSMENT TEST

Aug 2017

BI DEVELOPER – Application Ability: SIGNIFICANT, COVERAGE 95%

OTHERS

Microsoft Certified Professional (MCP), ITIL Foundation