STEVEN LESLIE HAMILTON ROSS

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# Profile

I am a mature, self-motivated and focused software engineer, with excellent interpersonal and communication skills. I work well under pressure and possess a creative approach to problem solving. I demonstrate a flair for leadership as well as the capacity to work effectively within a team. I am seeking a challenging and demanding role that will utilise my analytical mind and my ability to adapt to a range of complex situations.

# Education and Qualifications

## 2.1 BSc Honours degree from Sheffield Hallam University (1998 – 2002)

During my 4 year sandwich degree course in Computing, Mathematics with Business Studies, I learned an appreciation for the theories and concepts of Software Engineering covering a wide variety of topics, from Computational models and Abstract Data Types to Z-Specifications and Quality Software Metrics.

## 3 A-Levels – 6th Form College - Poynton County High School (1996 – 1998)

2 years studying Computing, Mathematics and Business Studies. Turbo Pascal programming, computer theory, pure and applied mathematics, business strategies and ratio analysis.

## 9 GCSEs (A – C) – Poynton County High School (1994 – 1996)

Subjects include Mathematics, English, Science, Business Studies, Spanish, French and Physical Education.

# IT Skills

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| --- | --- |
| Skill | Commercial Experience |
| .NET Framework v1.1 – v4.7 | 10 years |
| .NET Core 2.1 – 3.0 | 2 years |
| ASP.NET (C#) | 12 years |
| SQL Server 2000 – 2016 / T-SQL | 17 years |
| MVC | 10 years |
| Web API | 9 years |
| WCF Services | 5 years |
| Javascript | 15 years |
| JSON | 5 years |
| JQuery | 5 years |
| Entity Framework | 5 years |
| ASP.NET Identity | 2 years |
| XML | 15 years |
| SSIS, SSRS, ETL | 10 years |
| XSLT | 7 years |
| LINQ | 7 years |
| Scrum / Agile | 10 years |
| IIS 5.0 – 10.0 | 14 years |
| GIT / TFS | 14 years |
| Classic ASP / VB Script | 7 years |
| HTML / CSS | 15 years |
| Adobe Photoshop | 4 years |
| Visual Basic 6.0 / VBA Programming | 4 years |
| SEO & Web Marketing | 4 years |
| Active Directory Programming (LDAP) | 1 year |
| Microsoft Office Suite | 15 years |
| Software Documentation | 15 years |

# Employment History and Project Work

## CarFinance 247, Aardwick, Manchester. (July 2019 – Present)

Joined as Technical Lead on the Vehicles team with 4 direct reports following a scrum agile development lifecycle. Responsibilities include planning enhancements and architecting rewrites to existing products in both a hands-on and management capacity. Technologies include .NET Core 3.0, SQL Server 2016, ETL, Web API, JSON, K8S, Docker, Artillery, YAML, Azure (Service Bus, Event Grid, Event Hubs, Functions, CLI, SignalR, Blob Storage, Webhooks, Cosmos DB), DataGrip, Cockroach DB, RabbitMQ, MassTransit, Confluence, Jira and Bamboo (CI/CD). I have recently refined the agile process to optimise meeting efficiency and I regularly chair stand-ups, sprint planning and backlog refinement meetings.

Currently working on a number of projects including, CAP-HPI ETL, Vehicle Search (Free-Text and Postcode Lookup), Mobile Push Notifications and Finance Reapply with regular feedback to senior management and providing direction to senior developers.

## NST Travel Group, Blackpool, Lancashire. (CONTRACT: March 2019 – June 2019)

3 Month .NET Contract implementing an Online Provisional Booking management panel and front end UI to empower tour operators and to provide provisional booking information to tour organisers. This was a pure development role using a mixture of Webforms, JQuery, JSON, MVC, Web API and SQL Server in an agile environment with regular stand ups and software demonstrations to stakeholders. All PBIs and work items were created and managed in Azure DevOps and I was responsible for merging code and performing software and database QA releases.

## Leasing.com Group Ltd, Hazel Grove, Cheshire. (CONTRACT: August 2016 – December 2018)

Lead .NET Developer predominantly architecting, planning and running a large data import ETL project with TSQL, C#, Windows Services, Web API, JSON and the d3Charts, Dragula and CSVHelper javascript libraries. This project excerised my adaptability and flexibility whilst guiding and training other developers. Heavy input in decision making and system maintenance and development for a large number of internal applications was also required.

Feed System Rewrite (ETL)

Full rewrite of the existing data import system which was responsible for 95% of all lease deals shown on the consumer-facing website. The application was designed to poll an FTP folder structure and create feed jobs whenever new files were detected. These jobs were then extracted and transformed into a simulated queue where they lay dormant until their appropriate CRUD action was determined at a scheduled time. Other aspects of this system included Auditing, Management panel, Dashboard UI, Reporting and integration with other in-house systems.

Microservice Architecure (CQRS)

Implemented a vehicle data service as part of the new Microservices architecture in ASP.NET Core 2.1. Helped move all existing vehicle-specific REST requests into a single service to allow multiple applications to have access to any vehicle information via a set of logical endpoints. This facilitated a new UI to display and manage missing vehicle P11D prices whilst also implementing server-side pagination for a new Tabulator datatable.

3rd Line Application Support

During the onboarding phase of my tenure at RGD I was assigned to support. Picking up urgent support tickets and working alongside experienced RGD developers to learn their systems. Leaning on previous support experience, this allowed me to quickly build my knowledge of all of their systems and to knowledge-share and help train new developers. It also allowed me to provide feedback during project planning and kickoff meetings relating to areas that would need to adapt to support new project implementations. During this time, I gained experience with Trello which was used to help manage the flow of each support ticket between departments.

## NST Travel Group, Blackpool, Lancashire. (CONTRACT: Sept 2014 – August 2016)

Initial 6 Month Lead .NET Contract (three renewals) involving multiple large ASP.NET Webform projects and Greenfield MVC5 project using Razor, JQuery, JSON, Web API 2.2, AutoMapper, ASP.NET Identity, Web services and T-SQL and leading a team of three developers. Projects included: -

My Tour Manager (MTM)

Agile MVC5 project allowing customers to login to a secure portal where they can manage all of their tour information from a single, responsive website. Configuration could be managed via the intranet and access to Sharepoint documentation could be controlled allowing customers to stream tour-related documentation via Web API 2.2. This role also required me to be acting technical architect and project manager whilst mentoring other team members. I conducted daily stand-ups and was required to complete project documentation, breakdown development estimations, take ownership of TFS, guide other members of the team and attend project stakeholder meetings. Some of the functionality included a tour timetable with maintainable tasks, an information & resources area for downloading location-specific content and a passenger directory maintenance section.

Project Veritas

The “truth” project involved consolidating all tour service information into a central configuration repository from which all applications would retrieve their information. This was a pre-requisite to the MTM project. This involved a variety of sub-projects including a rewrite of their information “zone” using a combination of TinyMCE and complex JQuery to allow simple single textbox, drop down lists and checkboxes through to custom controls to be configured to capture service information settings. Extensive enhancements were carried out to the in-house service picker using jQuery and SQL where tour operators could search and select valid and pre-costed tour provisions.

One-Click SQL Deployment

Developed a solution to improve the database migration process from being a manual task into a one-click batch deployment processor using T-SQL. All SQL migration scripts were to be idempotent and added to their relevant object-type folder. A master script would then traverse the release folder hierarchy executing each script and reporting its output.

## CPP Group Plc, Deansgate, Manchester. (CONTRACT: April 2014 – June 2014)

3 Month .NET Contract on Financial Services project and Lounge Management CMS using MVC5, .NET 4.5, Web Api 2, JSON, AJAX / JQuery, Attribute Routing, SQL Data Tools, EF6, Repository Pattern, IIS 7.5, SQL Server 2012, T-SQL and TFS 2012. Projects included: -

Barclays Integration Project

Amendments to existing web forms site to integrate a data feed from Barclays. New online registration wizard created to facilitate existing Barclays customers to register with their account information and receive the relevant lounge visit promotion and Airport Angel membership.

Lounge Management Rewrite

SQL Server 2005 / 2012 database design and MVC 5 project using attribute routing to route all HTTP requests through a WebAPI 2 web service. This was a MVC application to perform content management interactions for lounge visits, availability, opening / closing hours, bookings, customer notifications, etc… Custom Role, Privilege and Membership design created to allow group / individual permissions to also be managed by site admins.

## Blemain Finance Group, Cheadle, Cheshire. (CONTRACT: November 2013 – March 2014)

.NET contract at Blemain using MVC5, EF6, Web API, XSLT, LINQ, T-SQL, SQL Server 2012 and TFS 2012. Working in a small team of developers, I created a new Document Engine to allow multiple applications to generate a collection of legal documentation in HTML, Word or PDF format via Web API. I also developed a front end management tool in MVC5 / EF6 to allow configuration and management of documents and the sections and merge tags they comprise. Working in an agile approach to achieve goals, communication was paramount to success in order to achieve the new FCA regulatory changes deadline.

## Manheim Retail Services, Adlington, Cheshire. (August 2010 – July 2013)

Senior Developer and 13 month .NET contract at Manheim. Some recent projects I have worked on include: -

Large Automotive Project – Lead Developer Role

8 months Agile development on a large blue-chip contract involving task breakdown, time estimations, TFS task management and daily stand-ups. Looking after 2 off-shore developers in the development of a bespoke customer data import and stock management system. Daily use of C#, .NET 4.0, LINQ and T-SQL required and clear communication was essential to convey requirement changes to all team members. Regular development of bespoke requirements were engineered into the main product and controlled deployments to the Staging and Live environments were also part of my responsibilities. Overseas visits were also made where I gave a technical overview and detailed technical breakdown of our main product to the off-shore development team.

Reporting Suite Hierarchical Integration

Rewrite of customer facing SSRS reporting suite to incorporate hierarchical grouping. Responsibilties included full technical specification and .NET development to allow the configuration and utilisation of different company hierarchies to be represented on all management reports. All database design and implementation, repositories, business entities and data layer methods delivered on time to secure future client contract.

VS 2010 .NET 3.5 Upgrade and TFS Integration

Upgrade of all B2B software to allow the integration of Team Foundation Server. This involved correcting all obsolete methods and references and retesting the entire code base over several months. We also took advantage of LINQ and addressed all areas of data retrieval to use LINQ to data where appropriate to improve performance.

WCF Service Integration

Development in C# to allow customers to manipulate vehicle stock via a WCF service. Two methods created to Add and Remove vehicles after passing authentication and authorisation. Enterprise Library Validation and .NET XSL transformation used in order to validate each web method request. Dynamic dictionary of return error codes created to allow customer software to react to feedback from our software.

VS NUnit Testing Solution

Created a new solution in C# using VS2010 to unit test all of our B2B software prior to each software deployment. Over 1000 unit tests created to interrogate the majority of our business entities and data layer methods to highlight issues prior to full regression testing.

CRM Integration

Development in C# of vehicle sale actions to force vehicles to be taken off stock only after customer details have been tracked via the customers’ CRM. This was architected and developed using WCF services, session variables, database configuration and portal pages making use of bespoke single-sign on functionality.

Vehicle Reserve Functionality

New development in C# to allow vehicles to be reserved through our B2B vehicle management software. New entities, business layer and data layer methods created to facilitate associated data manipulation and display using an MVC architecture. Numerous UI screens created to allow the management of vehicle reservations and admin privilege-based screens to override the vehicle reserve process.

Automatic timeouts also created using our inhouse scheduling software which runs as a windows service and uses reflection to dynamically load dlls at runtime.

Image Processing

Development in C# to circumvent the existing image processing functionality and facilitate dropped-in-background processing via third party suppliers. The images for a subset of configurable dealerships who opt-in to this product were imported via FTP in ZIP format, unzipped and dropped into a configurable location, collected via FTP and tracked through new database tables and stored procedures. Once processed and returned, further C# windows services were developed to collect and rematch the processed images to reunite them with the corresponding vehicle. This was architected in such a way as to allow complex billing information to be obtained via our reporting suite.

Data Import Rewrite

Developent in C# to create a new data import tool to allow field mapping and configuration to run scheduled imports. XSL Transformation, C#, MVP and Entity Framework used in order to control the mappable fields. I played the role of technical lead for this project and managed the migration of old imports that ran on the legacy import system.

KPI Entry / Reporting

Development in C# of multiple user interfaces to maintain KPI submissions and benchmark data displayed in editable ASP.NET gridviews. An SSIS package and SQL job were required in order to import manually entered data and auxhillary data into our data warehouse in order to drive a SSRS report created in BIDS 2005.

The technologies I use daily are a mixture of MVP / MVC, .NET 3.5 & 4.0 Frameworks, C# ASP.NET, Entity Factory, SQL Server 2005/08, SSIS, SSRS, XML, XSLT, WCF, CSS and IIS7. I am also heavily involved in software deployments, creating and maintaining build scripts and conducting code reviews. Each project involves a degree of relational database development and I am heavily involved with the related T-SQL for each project, creating complex and efficient stored procedures, objects and configuration. I also have 6 months team lead experience involving management of all B2B software projects, mentoring of developers and acting as a technical consultant and intermediary with other departments, third party suppliers and customers.

## Manheim Retail Services, Adlington, Cheshire. (April 2010 – August 2010)

Promotion gained to Senior Support Developer at Manheim. The vast majority of my time in this position was spent revamping our data warehouse reporting system in SQL Server 2005 using ETL, SSRS and SSIS in order to populate, correct, and distribute scheduled management reports. Other day-to-day responsibilities included the use of C# to develop utility programs to compliment existing functionality. A large portion of my time can also be attributed to technical diagnosis, bug fixing and deployment. Working in a Development – Staging – Prelive – Live environment under Sourcesafe 6.0, I am extremely familiar with application builds and deployment and have enormous respect for the documented and controlled approach when engineering and deploying software. I have also gained extensive experience of the MVC framework as all of the development and bug fixes undertaken involved the reparation and maintainance of framework entities. I have also trained and mentored new developers on the business systems whilst being heavily involved in team management and the recruitment process. Liaising with senior members of the organisation and with the group IT manager in order to maintain our applications and to develop enhancements to the existing suite of products.

I have attended management training courses relating to effective team communication, recruitment skills and supervisory training.

## Manheim Retail Services, Adlington, Cheshire. (Sept 2008 – April 2010)

My role at Manheim as a C# Support Developer involved enhancements and bug fixes to legacy systems whilst developing new functionality in a variety of languages to resolve new and recurring defects. This role provides a diverse range of problems that need to be prioritised and fixed in a timely manner, whilst providing feedback and time expectations to internal customers. I have been heavily involved with SSRS and ETL log processing having been assigned to fix the reporting suite for our leading n-tier application. My role requires a high degree of investigation, adaptability, tenacity and outside-the-box thinking in order to resolve a wide variety of problems to meet changing business demands. My responsibilities have also included management and team leading tasks to train new members of the team on all of our internal applications.

## Odyssey Interactive Ltd, Altrincham, Cheshire. (Sept 2005 – Sept 2008)

I Joined Odyssey in September 2005 as an Intranet/Web Developer. Some of the projects undertaken were: -

Document Management System

Creation of a new intranet-based document repository using classic ASP, javascript and SQL 2000. The functionality mimics that of sharepoint whereby users could check in and out documentation into a categorised repository allowing them to version control documentation and corporate assets. The creation and management of a workspace structure was also developed and controlled using a custom privilege-based security model.

Active Directory Solution

Mapping module developed in C++ allowing a customers’ Active Directory structure to be used to authenticate users into their intranet. The program would crawl a root LDAP path in order to locate all applicable Organisational Units within specified Domain Controllers. These details were then used to authenticate users access to the intranet.

Intranet .NET 2.0 Rewrite

Assisted the senior developer to create an entity framework of objects in C# to form the basis of the new intranet. This involved the creation of each entity, business layer and data layer methods to control data use and maintenance taking several months. I was also heavily involved in a webpart interface and creating new custom controls to reuse throughout the application. I created an alphabetised search control allowing users to jump to search results beginning with a chosen letter and later developed this into a tabified control expanding on the existing search functionality.

Image Asset Solution

After purchasing an icon image bank with 6 different resolutions, these icons were allocated, assigned, categorised and stored into a specifically designed database schema using vbscript. I started with a folder structure of imagery and created a vbscript allowing over 60,000 images to populate the SQL 2000 database tables in a batch process for use in our new .NET 2.0 intranet

NHS PCT Prescription System

A fully bespoke prescription system was developed for the NHS network in classis ASP to allow pharmacies to create and submit digital prescriptions for patients. This involved a large amount of development, understanding and validation in order to comply with government legislation and NHS practices.

Project Management Module

A new module was created in .NET 2.0 C# to allow customers to manage and track internal projects using the hosted intranet solution. This included modelling the project management methodologies and creating entities for objects such as Project, Project Type, Account, Milestones, Tasks, Known Issues, etc…

CRM Development

Development in classic ASP to expand the existing CRM to allow conversations and interactions with clients to be logged and to identify potential leads and their degree of interest. This information was then used to simplify, remind and drive the daily work of intranet sales staff.

A large portion of my time was spent writing bespoke web applications for existing and new clients working with HTML, ASP, ASP.NET, .NET 2.0, SQL Server 2000 / 2005, T-SQL, DTS, XML, IIS, CSS and Active Directory. All projects were set to tight deadlines and adaptability was paramount. My day-to-day responsibilities involved website, intranet and adhoc development, data imports and manipulation, bug fixing, testing, training, customer support and supplying project feedback and technical assistance to project managers and directors. I was heavily involved in the development of the flagship product for the company in ASP.NET using C# and often mentored junior developers in numerous development projects.

## Target Express Parcels Ltd, Warrington, Merseyside. (Nov 2003 – Sept 2005)

I Joined Target Express in November 2003 as an Analyst Developer. Experience gained in logistics and a data warehousing (OLAP / OLTP) in a SQL Server 2000 environment. Transact SQL experience gained to ensure database integrity and consistency via complex SQL Stored Procedures. Also gained vast experience of web development using the Microsoft Interdev IDE with Visual SourceSafe 6.0, HTML, ASP, VBScript, JavaScript, IIS 6.0, SQL, T-SQL, Photoshop, VB6, VB.NET, ASP.NET and many other technologies used to create bespoke business solutions defined by budgets and objectives.

Being assigned as Lead MIS Developer in early 2005 using Qlikview Server and Qlikview Enterprise, taking overall responsibility for MIS Reporting and Customer Relationship Management applications. Working to tight deadlines and utilising my skills in HTML, ASP, JavaScript and SQL Server 2000. This role has also helped to improve my project management and organisational skills whilst also meeting regularly with regional directors and board members across the UK.

Multi-tasking, adaptability and excellent communication skills were paramount to my role during all stages of the software development life cycle, including: Analysis and Requirements Elicitation; Design; User Requirements documentation; System Specification documentation; Programming; Unit and Integration Testing; User Acceptance Testing; Implementation; User Manual documentation and Maintenance.

Qlikview MIS Reporting Suite

After attending a three day course studying Qlikview Enterprise and Qlikview Server, I set upon creating company-wide management reports to create a click-and-show interface upon which management and directors could base their decisions. This heavily involved the use of SQL 2000, DTS packages, SQL jobs and complex data-churning Stored Procedures. Data Flow Diagrams were created to present and explain the dynamics to the workgroup and data sources were imported into the Qlikview engine allowing one-click reports to be ran by non-technical staff.

Manual Note Print Application

Development in C# Winforms using .NET 1.1 framework to allow depots to manually create domestic and worldwide consignment notes to assign to packages. Initiative was used in the UI design by scanning each note and using the scanned image as the background to the winform and placing controls in the relevant locations. This made the application easy to use and understand.

Cubing & Check Weight System

Complex javascript driven interface allowing for quick entry of cubing and checkweigh information for all international air-freight consignments allowing the correct charge to be applied to each package. This was developed with the end-user in mind allowing traversal of each row and column to be accomplished using the arrow keys. Custom reporting was created in ASP to show a depot league table and management reports created to show money saved over time. Reports showed the project saved the company over £1 million pounds in the first six months of its deployment.

# Extra Curricular Activities

Active participant in Hazel Grove Snooker League.

Hazel Grove Snooker Club League Captain for Wilmslow District Snooker League.

Amateur landscape and portrait photography.

Achieved Black belt in Shotokan Karate in 1992 (Aged 12).

Represented Hazel Grove Golf Club in the Derbyshire/Cheshire league for six years.

Operated a catering franchise for the Winter league players at Hazel Grove Golf Club for five years.

Go-kart racing at Trafford Park and Warrington.

20 mile sponsored walk to raise funds for school.

Represented school in chess competitions.

Represented school at Kings School for Boys in Macclesfield in cross-country running.

# Personal Information

Date of birth: 30th August 1980.

Nationality: British.

Full U.K. driving license.