Ian Harvey

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**BACKGROUND**

* Originally moved into testing from a development background
* Test analyst since 1997
* Team player with the ability to work independently
* Proven track record in all stages of testing from planning through to delivery
* Good communicator at all levels
* Able to adapt to company culture and produce deliverables to corporate standards
* Involvement in Web, Integration, Acceptance, Readiness, Factory Acceptance, Regression and System Testing plus UAT
* User UAT support
* Use of Test Tools from requirements mapping to test execution
* Flexible approach to accommodate project needs
* Self starter
* “Can do” attitude

# SKILLS SUMMARY

Design Methodologies: AGILE/Scrum

Systems: Windows NT, 2000, XP, Windows 7 & 8.1, TSYS, UNIX, Linux

Databases: Oracle, SQL Server, Teradata, Sybase, Oracle Rdb

Hardware: Hewlett-Packard, Sun Solaris, Mainframe, PC

Software: Quality Center, TFS, Microsoft Test Manager, Axosoft, SQL, TOAD, Java, Remedy, Rational ClearQuest, Embarcadero RapidSQL, Prophet (DCS), F-Secure, Attachmate, Hummingbird, Putty.

# EDUCATION

Derby University HNC

Derby University Full Technological Certificate

***September 2015 to December 2015***

***Company:*** Next, Enderby, Leicester

***Position:*** Senior Test Analyst IT, Tech Refresh

***Hardware/Software:*** Sharepoint, TFS, SQL Server, Word, Excel, Windows 8.

Next’s Tech Refresh project requires all of their EPOS site devices, e.g. tills, cash drawers, servers, PCs etc., to be recorded on a central asset database that will be updated by the use of hand-held terminals (HHT) and a web application. Ian was brought onboard to test the functionality of these new systems.

***March 2015 to the September 2015***

***Company:*** Greencore Group, Barlborough, Derbyshire

***Position:*** Senior Test Analyst, Data Centre Migration

***Hardware/Software:*** Sharepoint, Axosoft, Word, Excel, Windows 7.

Greencore was moving its applications and data to an external company in a Data Centre Migration project. Ian provided help and documentation to the business users in order to facilitate testing the move in UAT, Disaster Recovery and Cutover phases. Test documentation was provided by Ian for each of the five move groups in terms of test plans, test scripts, test exit reports, test entry criteria etc. Ian liased with the business test users to help them to formulate their own tests that they later ran themselves.

Ian was defect manager for the project.

***December 2014 to January 2015***

***Company:*** Riviera Travel, Burton upon Trent

***Position:*** Test Analyst

***Hardware/Software:*** Web testing, Retail, Payments, JIRA, Windows 7, SQL Server, XML, AGILE.

Riviera Travel is the largest escorted tour operator in the UK. Ian tested website and internal system enhancements and also verified and triaged new issues from users sent in via the helpdesk. New issues were raised in JIRA. Static testing of external suppliers test documentation was done. Preparing test data was carried out.

***September 2014 to November 2014***

***Company:*** Stratec Biomedical, Burton upon Trent

***Position:*** Test Analyst

***Hardware/Software:*** Aurora QC Stats, SQL Server, XML, Web Testing, Windows 7, Windows Vista.

Stratec specializes in the development of laboratory software and data management systems for the diagnostic and blood testing industry. Ian tested software for interpreting and calculating laboratory results and presenting them to the user. The testing process was very transparent because results from use of the live software directly affects patients.

***August 2014***

***Company:*** Riviera Travel, Burton upon Trent

***Position:*** Test Analyst

***Hardware/Software:*** Web testing, JIRA, Windows 7, SQL Server, XML, AGILE

Ian tested website and internal system enhancements and fielded new issues from the users sent in via the helpdesk.

***From November 2013 to July 2014***

***Company:*** DeltaRail, Derby

***Position:*** Senior Software Test Engineer

***Hardware/Software:*** Oracle, SQL, PL/SQL Microsoft Visual Studio, XML, Web Testing, Microsoft Team Foundation Server (TFS), Microsoft Test Manager, Windows 7, Sun Solaris, UNIX, Exceed, SB Client, Unidata, Microsoft Office, XVPlus, CCF

Ian tested several systems at DeltaRail:

IRMA, an Integrated Rostering Manager that was substantially enhanced and upgraded from VB6 to C #, together with a new web interface.

CCF, used nationally by Network Rail for controlling and monitoring train movements.

XVPlus, a system for train/bus planning, maintenance, and diagram control.

Ian had full control and responsibility for the full testing lifecycle of these products from review of requirements through to final test reports and handover for live implementation.

***From February 2013 to November 2013***

***Company:*** Babcock Airports, Leicester & Heathrow

***Position:*** Senior Software Test Engineer

***Hardware/Software:*** Oracle, SQL Developer, Web Testing, Windows 7 & XP, UNIX, Java, C++, MIS, PLC, Microsoft Office, Test Track (Reporting Tool).

Ian was brought in specifically to specify, write and execute tests during development and implementation of software for airport baggage handling control at Terminal 2A (The Queen’s Terminal) at Heathrow airport. Systems were written in Java and C++. The baggage software went live on June 4th 2013, many months after testing was completed. Test specifications were written that were subject to approval by the client. The software was tested primarily in Pre-Factory Acceptance Testing (Pre-FAT), secondly at a mutual intermediate site with the client’s witnesses in FAT and finally onsite at the terminals during Site Acceptance Testing (SAT). Test output and documentation was kept up to date throughout all phases. Test reporting during testing was carried out plus post-test reports.

***From September 2012 to February 2013***

***Company:*** Ocado, Warwickshire

***Position:*** Senior Test Analyst

***Hardware/Software:*** WMS, Jira, Oracle, SQL, PL/SQL Developer, Web Testing, Windows 7, Debian GNU UNIX/Linux, C++, Putty, SCADA, MIS, PLC, Microsoft Office.

The development of a completely new Customer Fulfilment Centre required the testing of conveyor Mechanical Handling Equipment (MHE), PLC systems and the controlling C++ Warehouse Management Systems software in order to correctly route containers of stock around the warehouse. This required extensive testing and Ian devised and conducted tests during system, integration, pre-production and end-to-end test phases. The go-live date was brought forward due to the concerted effort put in during testing. The MHE systems were primarily conveyors that were loaded with pallets or totes. The Testing involved many software systems interfacing with each other, bringing layers of complexity that had to be understood in order to pinpoint issues.

***From April 2012 to July 2012***

***Company:*** Vasanta Group(VOW), Sheffield

***Position:*** Senior Test Analyst

***Hardware/Software:*** Windows SQL Server, Sharepoint, Retail Web Testing, Factory Acceptance Testing (FAT), AGILE, Microsoft Test Manager, Test Foundation Server(TFS), Visual Studio, Windows 7, C++, Javascript, MS Office, Source control.

Testing was undertaken on a new retail web site for the Post Office. This now provides goods to the public through a well-known and trusted brand. Testing involved writing test cases and running all kinds of tests for the site, both system test and UAT. End-to-end tests were planned to ensure that the website and the supply and delivery chain worked cohesively from registering on the site through ordering goods and getting them processed through FAT/UAT in the warehouse system; picking, packing, labelling, grouping, delivery, and also processing returns and refunding. Cross browser testing was also done to ensure compatibility. Look and feel was also important because the new functionality had to join seamlessly with the Post Office’s existing web presence.

***From November 2011 to March 2012***

***Company:*** Cap Gemini, at HMRC, Telford

***Position:*** Senior Test Analyst

***Hardware/Software:*** HP UNIX, AIX, Oracle 10g, SQL, PL/SQL, QTP, XML, Oracle SQL Developer, Coolgen, Sharepoint, Web Testing, AGILE, Remedy (EARS), Quality Center, ISO9001, Hummingbird, Windows XP, MS Office. Waterfall & V-Model Methodology, NTC.

With previous experience on the Coolgen portfolio, Ian was invited to work on the HMRC National Tax Credits system, where changes for the 2012 April releases were being tested. Improvements in reporting, and methods of processing payments, debts and contributions through the system were the main things being tested for the April release in system test, end-to-end and UAT..

***From April 2011 to September 2011***

***Company:*** Old Mutual Group, London

***Position:*** Senior Test Analyst

***Hardware/Software:*** IBM OpenPages, Solvency II, Quality Center, Windows XP, MS Office 2010, Sharepoint

Worked for Group Head Office in Group Risk as part of the iCRaFT programme that will enable consistent group-wide reporting of risk and conformance to Solvency II. Tested implementations of various releases of OpenPages in Functional Acceptance Testing (FAT) and UAT. Supported users and investigated problems in OpenPages arising from geographically disparate Business Units. Wrote test plans, test scripts, implementation plans and training material for the BUs. Executed tests and reported results, all within tight time constraints. Carried out confidence testing of final build and organised final smoke tests by BUs on Go-Live day.

***From January 2011 to April 2011***

***Company:*** Cap Gemini, at HMRC, Telford

***Position:*** Senior Test Analyst

***Hardware/Software:*** HP UNIX, AIX, Oracle 9i, Oracle 10g, SQL Developer, SOAP, XML, TOAD, QTP, Web Testing, AGILE, Clearquest, Quality Center, ISO9001, Hummingbird, Windows XP, MS Office, WinCP, Waterfall & V-Model Methodology.

Ian went back for a third contract at CapGemini, this time to assist in the production of test designs, test scripts, test matrices and other test documentation to prepare for the migration of HMRC SDLT Stamps Tax from one system to another. Following on from this was testing actual versus expected results and comparisons between the two systems which should have given like for like responses in system test, end-to-end and UAT tests. Evidence and results were saved and metrics used to evaluate progress.

***From September 2010 to December 2010***

***Company:*** TD Waterhouse, Leeds

***Position:*** Senior Test Analyst

***Hardware/Software:*** SQL, TOAD, Web Testing, Risk-Based Testing, Quality Center, Windows XP, MS Office. V-Model Methodology.

The TD Ameritrade system is planned to have alterations to its code in 2011. Ian has been planning the testing phases to achieve this with code being delivered from both internal and external developers. Co-ordination with teams in the US is required in order to instigate and undertake testing. Testing fixes to live software defects was also undertaken in UAT. Proof of concept testing for the replacement of the company’s entire fleet of printers, scanners and fax machines by a new solution was planned.

***From May 2008 to June 2010***

***Company:*** Cap Gemini, at HMRC, Telford

***Position:*** Senior Test Analyst

***Hardware/Software:*** HP UNIX, AIX, Oracle 9i, SQL, PL/SQL, SOAP, XML, TOAD, Coolgen, Infonet, Web Testing, AGILE, Remedy (EARS), Test Director/Quality Center, ISO9001, Hummingbird, Windows NT, XP, 2000, MS Office. Waterfall & V-Model Methodology, COTAX, IDMS, CQI.

Ian was part of the Coolgen system test team for two years. This has involved working on new releases of software for Corporation Tax (COTAX), Debt Recovery (IDMS) and Compliance Quality (CQI). All data that progressed onwards to a data warehouse and a data mart was system tested for successful transfer into those systems via flat files or sql procedures. Data warehouse integration testing, end-to-end testing and data migration testing together with data validation/verification and report generation were completed.

Changes in legislation regarding taxation meant a busy fast-paced environment as the project work came in. The servers ran on UNIX, with Oracle databases. The test lifecycle was followed, with the main focus being on system testing, inter-system testing, then end-to-end testing. Waterfall and V-Model methodologies were used. Tracking of defects and other issues were undertaken using Remedy (EARS). Quality Center (Test Director) was used for writing test plans and test cases. Older customised Excel spreadsheets were used in regression tests. Test strategies were also written using Word. As projects continued, progress reports were assembled to give statistics of tests completed versus planned, and any issues encountered were highlighted.

***From October 2007 to May 2008***

***Company:*** Capital One, Nottingham

***Position:*** Senior Test Analyst

***Hardware/Software:*** AGILE/Scrum, UNIX, Oracle, Teradata, TSYS, Mainframe, CIS, SQL, TOAD, Putty, Attachmate, F-Secure, Ab Initio, Windows XP, MS Office, Rational ClearQuest, Mercury Quality Centre, exploratory testing, SpeedScan, web browsers.

Ian was part of an IT team that was part of the CIS development that allowed Capital One to replatform their IT systems in late February 2008. This development was done in the UK, in collaboration with US teams. Ian provided testing services for new interfaces in back office applications in Capital One’s credit card business. CIS development and testing were carried out in an AGILE environment. Data received from external sources had to be followed through transformation matrices and onwards to Capital One’s systems. Data was queried across systems to reconcile values. During his contract, Ian moved into the Finance department, where general ledger and finance systems were tested to ensure that data was loaded correctly into Oracle databases in a Data Foundation project, and also a Teradata data warehouse application. Testing of a Liquidity Reporting system was undertaken. Reconciliation against input data and web browser based reports was carried out in UAT. Documentation such as test strategies, test plans and test cases, was produced during each phase of the project.

***From May 2007 to October 2007***

***Company:*** William Hill, Leeds

***Position:*** Senior Test Analyst

***Hardware/Software:*** AGILE/Scrum, UNIX, XML, Java, Putty, Oracle, SQL, Squirrel, Jira, Windows NT, XP, 2000, MS Office. Weblogic, Web Testing, Exploratory testing, FitNesse, Fit, Fixtures, DBfit, Selenium, Maven, Cruise, Tortoise SVN (similar to MS Sourcesafe), Java, Continuous Integration(CI), web browsers.

Ian was part of a team that was developing William Hill's new online sportsbook gambling service. Ian’s involvement was with the ‘accounts and funds’ and couponing side of the business. His role was to develop, write and run system tests and Fit tests, used in a Continuous Integration (CI) environment. Some of these tests used DBfit for database access, and some used Selenium to test the UI of the system under test. Fixtures were developed as a joint venture with the developers for use in Fit tables. AGILE test-led development principles were used throughout.

***From October 2005 to April 2007***

***Company:*** Cap Gemini, at HMRC, Telford

***Position:*** Senior Test Analyst

***Hardware/Software:*** UNIX, XML, Java, J2EE, Oracle 9i, SQL, TOAD, Webmethods, Web Testing, Exploratory testing, Clearcase, EARS, Test Director, Windows NT, XP, 2000, MS Office. V-Model Methodology.

Whilst working for Cap Gemini, Ian was involved in the testing of several year on year software changes for HMRC, formerly the Inland Revenue. The systems under test were those that accept employers' returns. These were sent in via four channels: the Internet, magnetic media, EDI and paper. The acceptance of submissions was dependent on many factors which all had to be tested for each channel. The latest year on year changes were successfully tested and went live on 6th April 2007.

Third Party Validation Software (TPVS) was also tested which allowed external software companies, such as Sage, to trial the validity of submissions from their software. A management information system (MIS) and several archive systems were also tested to ensure correct long term storage of submissions and their related events.

Data warehouse system testing, integration testing, end-to-end testing and data migration testing together with data validation/verification and report generation were undertaken.

Ian wrote test strategies, test plans and test cases, as well as formalising requirements for test data, executing tests, and providing metrics in execution. All documentation written was produced to company standards. Gathering information prior to testing and liasing with all of the parties involved was required in order to enable testing to run as speedily as possible. Functional System tests were carried out. Integration tests were run to ensure satisfactory flow of data through systems and across interfaces. Regression tests were developed and run. Emphasis was on the repeatability of testing and quality of results. Ian’s other duties involved assisting and deputising for the test manager, including test coordination.

***From April 2005 to October 2005***

***Company:*** Siemens Energy Services, Nottingham

***Position:*** Senior Test Analyst

***Hardware/Software:*** Solaris, UNIX, Oracle 9i, SQL, TOAD, Windows NT, XP, 2000, MS Office, Test Director 8.0, Footprints, Kudos, Cognito.

Siemens Energy Services provide metering and billing services to the gas and electricity industries using industry standard communications. Ian was involved in testing the implementation of a system called Kudos, which was provided by a third party software supplier. The system used GPS positional information and GPRS technology for communications. The system allocated work to field engineers and queued their jobs, giving them directions from one to the next. Testing involved setting up new accounts, adding jobs, and testing impacts on billing. Some tests were run using UNIX scripts, which were written to suit when required. Some exploratory testing was done. Work was sent from Kudos to field engineers’ mobile data terminals (MDTs) using Cognito, with data being returned from the MDTs to Kudos on completion of the work in the field. Variations in the billing process such as changes in services, cessations and pro-rating were also covered. Both FAT (Factory Acceptance Testing) at the software house, and UAT on site at Siemens, were undertaken.

***From September 2003 to March 2005***

***Company:*** Aviva, York

***Position:*** Senior Test Analyst

***Hardware/Software:*** Prophet(DCS), Life 70, Mainframe, Windows NT, XP, Excel, Word, Test Director 8.0, Use of V-Model methodology, Metrics tracking.

Ian joined the Actuarial Data Team in York to work on the Asset Share project, which involved extracting data from different life systems, then processing it using DCS in order to produce model point files for Prophet and actuarial use. Ian was involved in testing the DCS, its inputs and its outputs, writing estimates, test approaches, test plans, test cases and test reports. Integration, regression & UAT tests were also carried out. Test Director was used to record and track defects. A large part of the work involved supporting Actuarial UAT users. Also, Ian worked on the NatWest Life data migration project where NatWest Life data was migrated onto one of the major Norwich Union Life70 systems. The code changes used to produce model points were regression tested to ensure that new code for the new system produced the same model points as the previous code did prior to migration. Use of comparative software was used extensively in the above work. Ian worked on test planning for a project, which was to consolidate all of NU’s actuarial data in a data warehouse. Ian provided Quality Assurance for the transfer of Norwich Actuarial Data Team processes and systems from Norwich to York, where a combined Actuarial Data Team was being formed.

***From April 2003 to August 2003***

***Company:*** T-Mobile UK, Hatfield

***Position:*** Senior Tester

***Hardware/Software:*** Sun Solaris UNIX, Oracle 8i, TOAD, AMDOCS, Test Director 7.6, Web Testing, Rating & Billing Testing, Windows NT & XP, MS Office.

***Duties/Responsibilities:***  Ian was taken on in the UAT team to test new releases of the Amdocs billing application and its associated functionality, collectively known as Excalibur within T-Mobile. Test specifications and test scripts were written and test data prepared. Account set-up and queries etc. were done through the GUI. Querying and updating the database was done using SQL\*Plus and TOAD, with file manipulation etc. carried out using UNIX. Rating and billing procedures were run on Solaris UNIX servers. Invoices were output and compared with expected results. IVR queries were also investigated. Production UAT, integration & regression testing were performed. Meetings with Business Analysts and users were convened to discuss requirements, tests, test results and for acceptance sign-off. Web E-commerce functionality of the self-serve product was tested.

UAT support to production users was provided.

***From March 2003 to April 2003***

***Company:*** T-Mobile UK, London

***Position:*** Senior Tester

***Hardware/Software:*** MMS handsets, MMSC, Test Director 7.6, Web testing, incl. XML, & WAP Testing, Windows 2000, Excel

***Duties/Responsibilities:*** Ian was employed to develop test scenarios and undertake tests for the latest generation of mobile messaging handsets for one of its clients, as part of a consultancy team. This involved the use of WAP, MMS and email for the transport of messages from an IDC (International Download Centre) to individual handsets. As newer types of content became available, e.g. MPEG4 video, Ian and the rest of the team tested this functionality. The testing was done for a number of popular handsets across three countries. In addition to this, regression testing of existing functionality on a number of handsets was carried out.

***From October 2002 until February 2003***

***Company:*** O2 Products, Hammersmith, London

***Position:*** Senior Tester

***Hardware/Software:*** MMS handsets, MMSC, UNIX, Rational Clearquest, Web Testing, Windows 2000, Excel,

***Duties/Responsibilities:*** Ian was involved in the full testing life cycle of MMS functionality between handsets using Multimedia Messaging Services (MMS). At the time, an MMS message could only be sent to a handset on the same network. Ian was UAT testing interconnectivity with other operators prior to the move to live operation. This involved liaison with third parties outside the company belonging to the other operators, and the equipment and software providers. Ian wrote test strategies, test plans and test cases as well as carrying out the tests, finding and reporting defects and producing test result and test report documents. Tests were done in conjunction with test teams from other operators. Testing of MMS enhancements to the web site was also undertaken; functionality allowed users to send, receive and store messages via the web site and order paid content messages such as horoscopes. Products web site functionality plus response times were tested.

***From April 2001 until October 2002***

***Company:*** WorldCom International Ltd., Reading

***Position:*** Senior Test Analyst (Contract)

***Hardware/Software:*** HP-UX UNIX, Sybase, TSQL, Arbor BP, Web testing, RapidSQL, Windows NT4, Intranet, Internet Explorer, Test Director

***Duties/Responsibilities:*** Knowledge of the full testing life cycle was required for this role. Continual software development at WorldCom necessitated the involvement of a System Testing team in which Ian was a Senior Test Analyst. Ian was involved in system testing, integration testing, volume (load and performance) testing, regression testing, end-to-end testing and supporting UAT with users, most of whom were based in Europe. His duties involved taking specifications of requirements, preparing test strategies, test plans and test case scripts, creating test data, executing tests, analysing results and writing reports. Implementation notes were written for releases to production. Recording and prioritisation of defects was undertaken. Main testing areas ranged from mediation to billing and interface testing. Upgrade testing from one version of Arbor to the next was carried out. Unix scripts were written to run off line test elements. Liaison with third parties, particularly the user businesses, business analyst team, development, the training department and users was required as an integral part of Ian’s duties. All stages of the billing cycle were covered from mediation, through message processing, including rating (CDR processing) to invoice generation.

***From April 1999 until April 2001***

***Company:*** Belgacom Proximus, Brussels, Belgium

***Position:*** Senior Test Analyst (Contract)

***Hardware/Software:*** DEC Alpha, OpenVMS, Windows NT, Sun Solaris UNIX, Test Director, Internet Explorer 5, Intranet, GUI, COBOL, Sybase, Web testing, Oracle 8i, SQL, Excel, Java, Perl, TOAD, PNI, SMS (AMS), SAP, Remedy.

***Duties/Responsibilities:*** Ongoing development of Proximus’ GSM mobile telecom systems necessitated a continual need for testing. Ian’s part in this was to provide support as a senior test analyst. Duties included writing test strategies, test plans and test scripts plus undertaking system tests, integration tests, regression tests, performance tests and UAT for new functionality. Post-test reports were also produced. Data set-up and preparation for testing were a pre-requisite to the testing itself. Billing tests were the main part of the testing work, with tests on new products from provisioning, via rating, through to producing invoices. A new browser front end, client-server, intranet application was tested. The Customer Services department used this system which was built using Oracle 8i, Java and Perl on a UNIX server; the system enabled a CSR to give a customer the best tariff to match their usage history. Part of Ian's duties involved troubleshooting problem areas and recommending solutions. Presentation of results was carried out using standard company procedures and documentation for approval to pass code on to the next stage in the release process. Testing of outputs to other systems such as SAP were also carried out. All stages of the mobile billing cycle were covered from mediation, through collections and CDR processing to invoice generation and payments.

#### From May 1997 until March 1999

***Company:*** BT Cellnet (Cap Gemini), Leeds

***Position:*** Senior Test Analyst (Contract)

***Hardware/Software:*** DEC Alpha, OpenVMS, NT, UNIX, COBOL, Oracle, Kingston Jupiter System, Excel.

***Duties/Responsibilities:*** Ian was enlisted to work on BT Cellnet’s “Project Clearwater”, which involved the implementation of the Jupiter cellular billing system. This included a rewrite of most of the existing peripheral systems to suit the new environment. Ian’s experience on the legacy billing system stood him in good stead for this role. Ian’s task was to write test strategies, test plans, test cases and run tests, ensuring all steps were well documented. Processes which produced interface files which were fed into Jupiter from external sources were tested. Daily reports and test reports were produced, therefore covering the full testing cycle. Processes in Jupiter were also tested. Where user testing of delivered software components could not be undertaken, scripts were prepared to allow this. The environment was modified to allow the integration of the above. Some of the tests required shell scripts to be written to run them. Short timescales were allocated, due to the system having to go live for an autumn deadline, which was met.

***From January 1997 until May 1997***

***Company:*** Sharelink, Birmingham

***Position:*** Analyst Programmer / Tester (Contract)

***Hardware/Software:*** DEC VAX, VMS, VAX COBOL, TDMS, Excel

***Duties/Responsibilities:*** Ian was involved with the full testing cycle of Sharelink’s software system developments. A new message router for sending files to the Stock Exchange Crest Interface from the Company’s Back Office Systems was developed and tested. Development and testing of new systems was undertaken for the conversion of individual mutual building societies into banks.

***From May 1996 until January 1997***

***Company:*** BT Cellnet, Leeds

***Position:*** Software Consultant (Contract)

***Hardware/Software:*** DEC VAX/Alpha, VMS, OpenVMS, COBOL, SCL, Excel, UNIX and Oracle

***Duties/Responsibilities:*** BT Cellnet billing systems were supported by a small team of which Ian was a member. His duties involved enhancements and improvements to current systems which revolved around a billing system supplied by SCL, and a fraud database which was set up separately. These duties were quite varied and included adding functionality, automating manual processes, improving performance, producing reports, resolving problems etc. Responding quickly to demands from sales teams, external service providers and user groups was an essential part of the work in a high pressure environment which had to reflect constant changes to win customers and retain their loyalty in a competitive market.

***From April 1995 until May 1996***

***Company:*** Open Business Solutions / Cable and Wireless, London

***Position:*** Software Consultant (Contract)

***Hardware/Software:*** DEC VAX Alpha, VMS, VAX COBOL, Rdb/VMS, SQL, DECForms, ACMS, CDD, CMS, DCL, Microfocus COBOL, HP-UX, AIX.

***Duties/Responsibilities:*** Ian was recruited as part of team working on a Customer Information System (CIS) for Cable and Wireless, one of Calidus' clients, using the above software in an OpenVMS environment. Work included the development and support of CIS for telecommunications systems which existed overseas, mainly in the Caribbean and the Far East. Unit testing of Ian’s own code was carried out as was system testing of other’s code. Ian then worked on the Open Business Solutions distribution and warehousing systems, which run on different computer systems for different clients who are based in the UK and Europe. Bespoke development work was carried out using DEC COBOL, Microfocus COBOL, DCL, AIX (RS6000) and HP-UX (version 9 on HP9000).

***From January 1995 until April 1995***

***Company:*** Yorkshire Water Services, Bradford

***Position:*** Analyst Programmer (Contract)

***Hardware/Software:*** DEC VAX, VMS, DCL, COBOL, Rdb/VMS, Modular SQL.

***Duties/Responsibilities:*** Yorkshire Water have many independent computer systems which have been developed over the years. A new requirement for data to be transferred between systems was the reason for Ian to be hired here. His responsibilities were to develop the programming in COBOL, Rdb and modular SQL, with the command procedures for running the suite written in DCL. Programs were also written for data consistency

checking.

Testing of programs and procedures was carried out.

***From September 1994 until December 1994***

***Company:*** Brann Direct Marketing, Cirencester

***Position:*** Analyst Programmer (Contract)

***Hardware/Software:*** DEC VAX, VMS, DCL, COBOL, Excel, Sybase, FMS.

***Duties/Responsibilities:*** Brann's direct mail business requires the use of data from the Royal Mail and clients. Ian was given the task of automating the updating of the central core data which enhances Royal Mail postcode data as it is received and installed on the Brann system. Work was also undertaken which was to update a suite of programs which processes customer data from clients. Re-engineering of existing programs was carried out to allow barcoding of outgoing bulk mail to Royal Mail standards to facilitate cheaper postage rates; Brann was one of the companies to take part in the pilot scheme with the Royal Mail. All of the foregoing were implemented in COBOL, DCL and FMS.