Stockport, England

frackham@googlemail.com | [LinkedIn id: 25559765](http://uk.linkedin.com/in/frackham) .

. 07791 615 479

Education

**MSc Informatics** *[Computer Science]* (Distinction) - Kingston University (2011-2013)

**MA Applied Linguistics** (Attained) - University of Nottingham (2004-2005)

**BA English Studies** (2:1) – University of Nottingham (2001-2004)

Employment

Chess ICT (03/2020 – current) Software Developer (Azure Devops, C#, React, SQL Server).

Initially part of a team maintaining internal legacy systems, moved to team developing new customer-facing portal.

• Full stack development of (recently released) customer portal (React / C# .NET Core / Azure APIM / SQL backend / SharePoint API integration).

• Full stack development of multiple related internal portal projects (ASP Classic / ASP.NET / C# and VB.NET / SQL backend supported by a variety of tightly-coupled integrations across SQL agent jobs and Powershell scripts).

• Cross-team technical debt/architectural support ranging from investigating Azure Devops pipelines issues to presenting during knowledge share sessions on API testing via Postman and Azure Services.

• Proof of concept client work of a Teams chatbot responding via natural language, using Azure / LUIS / Azure QnA, using existing FAQ information to respond to user questions.

BeyondTrust (07/2019 – 03/2020) Software Engineer (Azure Devops, Powershell, C#, Angular, SQL Server).

Part of a team responsible for migration of an existing PaaS PAM solution to SaaS.

• Full stack development of privileged access management solution (Angular / C# Service Fabric / SQL backend) using Agile and TDD practices.

• Development of SaaS iteration of solution using Azure, ARM templates, Azure Devops build / release / YAML pipelines and bespoke devops scripting tasks.

• Proof of concept work of an Azure administrative portal for operations using Angular 8, Azure Static hosting (storage), Azure Functions and triggering of deployments using the Azure Devops REST API.

Peninsula Business Services (10/2018 – 07/2019) Junior Full Stack Developer (C#, Angular, SQL Server).

Responsible for UI (Angular / Typescript in Visual Studio Code), Code/API (C#) and DB (SQL) updates to principle business tools for delivering finance systems (mainly insurance policies) across all companies within the group.

• Full stack development of administration hub for managing cross-system settings for Finance systems (Angular / C# WebAPI / Entity Framework / SQL backend) using Agile and TDD practices (unit testing in NUnit).

• Resolved Angular routing issues, environment configuration, updated internal and external Node packages, created data services and new components. Regularly work in both Typescript and vanilla JS.

• Continuous Integration and deployment of finance systems using (Jenkins, Git, VSTS, Powershell, Windows Batch).

• Analysis and implementation of bugfixes for Policy and API systems in C#, most recently investigating IE11 caching issues across the API and front end for a product near release.

• Use of Node, Powershell and Windows Batch to automate deployment and testing processes.

Peninsula Business Services (03/2018 – 10/2018) Junior Developer (Salesforce / SQL).

Placed with Salesforce team to lead on data migration project of an acquisition (SAP to Salesforce via SQL)

• Developed a Salesforce logging application used across 3 companies Salesforce Orgs to monitor declarative (flow and process) and code-based system failures (asynchronous and synchronous logging).

• Actioned migration plan for ~7 million records from an undocumented SAP system to an in-use, shared Salesforce org via SQL Server/SSIS, with a significantly different object and domain model (e.g. multiple account-level objects transformed into single object).

Peninsula Business Services (09/2017 – 03/2018) Graduate Developer

As my school-based data analysis position became more senior, I became aware of the limitations of my role and wanted to explore other avenues for supporting educational systems on a larger scale. I changed career to software development and programming to develop skills that allow me to solve problems on a more significant scale.

This initial role was a rotation between 5 software development teams; Business Systems, Quality Assurance, Business Analysis, SharePoint and Salesforce.

• Worked with Business Systems on raising C# NUnit test coverage and e2e automation with Protractor, Karma and Jasmine (Javascript test frameworks). Use of Selenium for C# UI tests.

• Worked with Salesforce developing GDPR request processing service using a self-developed, recursive reflection library in Apex to handle varying object specifications within cloud processing limits.

• Worked with business analysts to create dynamic reporting of Agile processes across all teams (e.g. burndown, bug tracking and work-in-progress tracking), as well as using TFS / VSTS to report and track work items on a day-to-day basis as part of an Agile workflow.

• Adapted existing unit testing in NUnit to report on code coverage across paths, with cyclomatic complexity, using OpenCover and batch processing as part of build processes.

The Barlow RC High School (09/2016 – 09/2017) Data and Assessment Manager

Manage school data systems for staff and student data. Support wider staff body with data literacy and training.

• Completely replaced critical assessment data analysis systems on MIS within first half term to account for lack of existing systems. This allowed all staff to see the achievement of each student, at all times.

Parliament Hill School (01/2014 – 08/2016) School Performance Data Manager (and concurrent uplifted senior leadership role as Lead School Business Manager from 06/2014)

Managed MIS for staff and student data. Support wider staff body with data literacy, office skills and training. Legal responsibility for DPA/FOI compliance. Member of senior leadership team reporting to the Headteacher, with line management of Finance Manager, HR Manager, Admin & Governance Manager, Cover Manager and Data Assistant.

• Responsibility for MIS data management, including designing reports such as compliance returns (determining school funding) and responsibility for tracking of student data using MIS and bespoke solutions.

• Further involvement in strategic planning, including introducing a risk management heatmap to the yearly development plan and a successful audit of Finance, HR and Data, as well as a staffing analysis of non-teaching staff in the lead up to a restructure and the use of automated MIS reporting tools to reduce workload at all levels.

• Outreach acting as a trainer for a local ‘requires improvement’ school, developing their data management practices.

Grey Court School (10/2012 – 01/2014) Director of Data Analysis

Member of senior management team. Management of Data Officer (parental reporting & assessment). Timetabling, assessment analysis, and ad-hoc analysis as determined by the head teacher.

• Appointment to the senior management team led to breadth of leadership opportunities, including creating a project implementation plan for the introduction of a 6th form and a risk register heatmap.

• Development of an internal data dashboard for the leadership group, drawing in both time series and static national figures.

Grey Court School (01/2010 – 10/2012) Academic Data and Web Master

Management of school academic database (assessment, reporting and data transformation). Support wider staff body with office skills and training. Periodic invitee to SLT meetings to report on student progress metrics.

• Advised the Local Authority data team regarding admissions data, troubleshooting and streamlining their admission data format to make the data more easily imported into local schools.

• Management of school website (bespoke CMS) and development of custom JS functionality.

Communication

I have presented to moderate (50+) audiences on schools’ data, and received highly positive feedback from programming/business analysis colleagues for my ability to present and train.

Data Management & Analysis

Implementation of whole-school student progress tracking. I have also presented at the Capita SIMS national partnership conference on the use of systems to support the restructuring of non-teaching staff provision.

Measurement of impact of school and national policies on school timetabling, curriculum and assessment.

ICT, IT and Computing

MSc Informatics developed research skills and software development methodology. Projects included collaborative website development and a summary of the current state of data visualisation approaches and techniques. I also experimented with HTML5, CSS and jQuery to develop a local dashboard-style directory of school information, with toggleable colour-coding to indicate the status of the area.

My MSc dissertation, “Proof of Concept for an Adaptable Analysis System for UK Secondary School Education”, demonstrated how assessment analysis could be handled rapidly between schools at scale while still responding to rapid changes in national compliance requirements.

|  |  |
| --- | --- |
| A digital version of this CV, with a more extensive list of technologies that  I have experience with, can be found on my LinkedIn profile at <http://uk.linkedin.com/in/frackham>  (also accessible by the QR code adjacent) | linked in QR code  [LinkedIn](http://uk.linkedin.com/home?trk=hb_logo) |