

Phillip Webb


 iamphillipwebb
 phillip.webb@nntp.uk
 07719 123327


ABOUT

A developer with strong foundation in HTML, PHP and MySQL. Currently exploring Vue.JS, Cloudflare Workers KV and D1. I am interested in learning new languages and technologies for personal and professional projects, with previous experience using Golang, Java and Google Apps Script.

EMPLOYMENT

Development Engineer

 Ennov, St. Neots


 November, 2021 – Present


Part of a Scrum team developing a pharmacovigilance web application (Angular, Java, Oracle); building search and administrative features for user access, reporting and product management.

- Implementing security enhancements to prevent unauthorised API data access
- Optimising data export capabilities with Apache POI for efficient data handling
- Architecting Spring Boot microservices with scalable API endpoints
- Managing Jenkins deployment pipelines and conducting peer code reviews
- Implementing Jasmine unit tests to ensure JavaScript application reliability

Angular, Bash Scripting, CSS, DevExtreme, Git, Golang, HTML, IntelliJ IDEA, Jasmine, Java, JavaScript, Jenkins, Linux, Liquibase, Microservices, Oracle, REST APIs, Redmine, SQL, Scrum, Solr, Spring Data JPA, TypeScript

Software Support Analyst

 Ennov, St. Neots


 November, 2013 – November, 2021


Experienced in managing and supporting a pharmacovigilance database, troubleshooting software issues, providing user support, and ensuring data integrity.

- Delivered technical support and user training, efficiently resolving support tickets
- Implemented system and database enhancements to improve functionality and performance
- Generated monthly issue reports for custom insights and tracking
- Developed C# .NET utilities to streamline internal support team workflows
- Created a web-based troubleshooting interface for customer connectivity diagnostics

Autolt3, Batch Scripting, Google Apps Script, Liquibase, Oracle, PV-Works, RemoteApp, SQL, Webhooks, XML, XSLT

Helpdesk Analyst

 Tensor, St. Neots

 July, 2010 – October, 2013

Application and hardware support for customers using Tensor time and attendance, access control, personnel and energy management systems. Security vetted as non-police personnel by West Midlands Police.

- Microsoft SQL and MSDE database configuration and support
- Technical hardware installation guidance given to electrical engineers
- Firmware and software upgrades executed using remote access tools
- Application server migration and software installation support

MSDE, Microsoft SQL, Remote Access, SimpleHelp

Service Desk Analyst

 NHS Anglia Support Partnership, Huntingdon

 February, 2010 – July, 2010


First line service desk role delivering IT and Facilities support to NHS Strategic Health Authority and Primary Care Trust staff across the Anglia region.

- Microsoft Windows Active Directory account administration
- Microsoft Exchange 2007 account management via OWA
- Enforcing NHS Trust IT and email policies
- Microsoft Office 2003/2007 application support

Hornbill Service Desk, Microsoft Active Directory, Microsoft Office, Microsoft Outlook

Software Support Analyst

 Itim, Huntingdon

 December, 2006 – February, 2010


Second line support role, including out-of-hours support for retailers in the UK and Europe using Itim end-to-end retail applications.

- EFT and EPoS software and hardware support for shop floor and back office teams
- Responsible for EPoS provision and management for new and refitted stores
- Resolved support requests using remote access applications
- Microsoft SQL and DP4 database management

DP4, EFT, EPOS, Microsoft SQL, Remote Access, VNC, YesPay

Support Technician

 iCare UK, St. Neots


 May, 2005 – November, 2006


IT support role for UK and European customers in small or home office environments. In addition to this role I provided administrative support to Sales staff.

- Provided Microsoft Windows and Office application support to customers
- Maintained records of customer requests, incidents and assets
- Produced quotes, invoices and contracts for scheduled work
- Gave technical sales advice to customers

MacOS X, Microsoft Office, Microsoft Windows

Baker

 Hotspot Bakery, St. Neots


 June, 2004 – November, 2006

A skilled baker with experience producing frozen pies, pastries, bread and cakes while maintaining high standards of quality and safety.

- Operated bakery equipment and maintained a clean workspace to comply with regulations
- Managed inventory of ingredients and supplies to meet production demands
- Ensured quality and standards to maintain product consistency
- Contributed with team members to increase efficiency of the production process

Hardware Technician

 T-Auctions


 July, 2003 – June, 2004


IT recycling technician with hands-on experience in managing the lifecycle of decommissioned electronic equipment.

- Efficiently processed pallets of printers, monitors, desktop and notebook computers
- Destroyed data to ensure compliance with data protection regulations
- Cleaned and refurbished devices to meet quality standards for resale
- Imaged devices in preparation for onsite, and online auction sales

EDUCATION


The Open University


 Milton Keynes, Buckinghamshire

 February, 2014 – Present

- Web Technologies (TT284)
- Discovering Mathematics (MU123)
- Technologies in Practice (TM129)
- My Digital Life (TU100)

Peterborough Regional College

 Peterborough, Cambridgeshire

 September, 1999 – January, 2003

- Information & Communication Technology, *GNVQ Intermediate*
- Sports, Recreation and Allied Occupations Leadership, *NVQ Level 2*
- Adult Numeracy, *NVQ Level 1*

Ernulf Community School

 St. Neots, Cambridgeshire

 September, 1993 – January, 1998

- English, *GCSE*
- Humanities, *GCSE*
- Mathematics, *GCSE*
- Music, *GCSE*
- Science, *GCSE*
- Theatre Studies, *GCSE*

INTERESTS

I regularly play inline hockey with St. Neots Sharks. As a member of the club committee I am responsible for provision of email and web hosting services. Skaters confirm attendance for each session using an online register, which I developed and maintain using PHP, Vue.JS and SQLite/MariaDB

I am passionate about information technology, with emphasis on on cybersecurity and open-source operating systems. As a Linux enthusiast, I actively maintain a home lab comprising several self-hosted services, which help me develop my computing knowledge.