

# Phillip Webb


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## 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


I am part of a scrum team designing, developing and maintaining a pharmacovigilance web application, using Angular, Java and Oracle database.

- Developing API endpoints for RESTful microservices using Spring Boot
- Communicating progress, and discussion of potential issues in daily standup meetings
- Creating and maintaining Angular front-end functionality
- Maintaining deployment pipelines using Jenkins
- Proficient in Jasmine for testing JavaScript applications

*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.

- Provided technical support and training for users, addressing support tickets promptly
- Implemented system and database enhancements to improve functionality
- Produced monthly issue reports for customers
- Designed, developed and maintained C# .NET utilities for internal use by the support team
- Developed a web interface to help customers troubleshoot connectivity issues with our services

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

### 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
- Hardware installation advice given to electrical engineers
- Firmware and software upgrades performed 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
- NHS Trust IT and email policy enforcement
- 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 staff
- Responsible for EPoS provision and management for new and refitted stores
- Incident resolution 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 and prepared them 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.