

Michael Green

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[LinkedIn Profile](#)

PROFILE

Currently working as an IT Operational Analyst for an IT Service Centre applications support.

A dedicated application support and development analyst, able to support application delivery on a 24*7 rota basis.

Developed and implemented Unix and SSIS ETL interfaces for general ledger and reconciliation systems.

Currently working towards the Certified Associate in Project Management (CAPM) exam.

KEY SKILLS

- Specified, developed and implemented a number of interfaces in Java and SSIS-related ETLs.
- Extracting information from Relational databases (MS-SQL, Oracle, Sybase) using SQL for clients needs on an ad-hoc basis. Developed store procedures to automate the more frequent requests, usually wrapping round a call in SSIS. Weekly and monthly reports developed this way for Finance's General Ledger and Reconciliation application support.
- Led on technical projects. Projects completed on time. Project work usually included as part of application support, as a member of various project teams.
- Often had to develop from a software architect's description. Within the context of supporting software applications/architectures/developing new interfaces.
- Delegated support tasks to others, after explaining the need and documenting the processes in knowledge transfer terms.

KEY ACHIEVEMENTS

- Supported major general ledger application (CODA) consistently on a 24*7 (call out) basis: Application ran consistently with little downtime. Application ran on MS-SQL 2005/2008 Servers.
- Supported on 24*7 basis Travelex's reconciliation application (SSR then TLM), including bank statement interfaces. Handed over knowledge and skills successfully to colleagues. Reconciliation application became main application of global company, more stable than others. Application ran on Oracle databases and Unix servers.
- Developed, tested, and implemented a number of data transfer interfaces in a Java environment for an application called Finance Kit for Travelex. Interfaces worked consistently over the lifetime of the application.
- Developed data transfer interfaces for Travelex Money Transfer (TMT) using IBM's MQSeries, Korn-shell scripts alongside perl.
- Developed and implemented VB6 (upgraded to VB.net) application to reformat, clean and summarise data from a contractual sales feed to the general ledger.
- Supported, upgraded and enhanced Office system under Microsoft Access for Treasury team within Travelex. Office system is still used for administering authorised signatories for expenses and invoices.

WORK EXPERIENCE

Service Centre Operations Analyst | Thomas Cook

January 2015

World renowned travel company, employing over 10,000 worldwide. Providing operational support to the in-house service centre.

- Administration of telephony system using Vodafone's STORM.
- Administration of Incident and Change Management application, BMC Remedy.

Michael Green

IT Consultant | Travelex

June 2001 to April 2014

Global non-bank Foreign Exchange service, employing over 10,000 worldwide. The role was exported to Travelex's Global Data Centre in Mumbai, India after a prolonged knowledge transfer period and so employment was terminated at the end of April, 2014.

- Applications support of company's ledger and reconciliation systems.
- Provided 24x7x365 out-of-hours rota'd support
- Have working knowledge of Microsoft Office products, especially Access 2000 for payroll and treasury reporting applications support.
- Supported VAX based applications for North America, 2011, to cover staff shortages.
- Trained Microsoft SQL Server 2005 Integrated Services implementer [SSIS M2792, 2010]
- System Administration support of Salesforce.com for Travelex prior to 2009.

IT Technical Consultant | Cap Gemini

June 1996 to May 2001

Global Facilities Management company based in Paris.

- Application support of various local government applications.
- Unix System Administrator (AIX Bull).

Analyst Programmer | Cambridge City Council

June 1987 to May 1996

Local Government Council.

Programmer | Cambridge University Press

June 1986 to May 1987

One of the oldest charitable institutions set up to publish academic papers.

EDUCATION & QUALIFICATIONS

Open University – B.Sc. (Hons.) General science and computer studies (OPEN). 2010

A modular distance learning degree covering fundamental science and computing modules such as programming and mathematics for computing. RDBMS database development project for honours qualification.

Certificate in Web Applications Development 2012

An undergraduate certificate of six 12 week modules covering topics such as: web server management, performance and tuning; databases using MySQL; open source development tools such as PHP.

Diploma in Computing 1994

QA Training	Java programming for non C programmers	2002
QA Training	Mastering Microsoft Access 2000 programming	April 2000
Net Connect	Advanced Techniques for Webmasters	December 1998
Cap Gemini Training	Oracle Developer 2000	April 1998
Cap Gemini Training	Oracle PL/SQL	March 1998
Cap Gemini Training	Oracle SQL	February 1998

ADDITIONAL INFORMATION

Training: Implementing and Maintaining Microsoft SQL Server 2005 Integration Services – M2792

Clean Driving License.

INTERESTS

Painting, mainly in acrylics. Reading, mainly police procedurals, 'Nordic Noir'. Ceramics, following an evening pottery class.