# Olly Spooner - CV

## Contact info

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## Professional Summary

I am an experienced Developer and Development Manager with over 20 years of experience in software development and IT management. Skilled in Mendix, Web apps, and project management. I have led my team to deliver innovative solutions that have improved efficiency and user experience in many areas.

## Skills

### Management skills

* Line management experience
* Project management

### Analytical skills

* Problem-solving
* Systems analysis and architecture

### Technical skills

* Mendix, JavaScript, Java, C#, PowerShell, XSLT, XProc, HTML/CSS
* CI/CD, Docker, Linux & Windows servers, NGINX
* Systems integration, APIs

### Data skills

* Database management
* SQL (Postgres, MS SQL, MySql etc.)

### Other

* 3d modelling and CAD

## Employment

### Development Manager @ ShelterBox Trust

November 2013 – Present

#### Before Mendix

I started working for ShelterBox as an “IT Support and Database Officer”. As the team only consisted of four people, this role covered everything from database, network and server administration to user support and reporting. As time passed, I developed intranet pages and tools to help with various internal business and IT functions. Eventually, I wrote a replacement for our volunteer management system using SharePoint.

#### Ops App

In 2017 the organisation set ambitious targets for our aid delivery numbers. It was clear that we could not simply hire more people, so a project was initiated to analyse, improve standardise and automate our processes. The automation part necessitated some form of software development capability, as we had determined that there was no off-the-shelf application suitable. We chose Mendix as the solution for this.

I joined our first Mendix team, along with another developer, and a business analyst. The optimisation and standardisation proved to be difficult, but Mendix allowed us to quickly produce working solutions for evaluation. These could then be altered and re-released on a short timescale, allowing stakeholders to visualise how components of the final system might work.

Once the application was put into production, we continued to evolve the app, including a Word document generator to provide reporting. I used XSLT to transform data exported from the Mendix domain model into the component files for the Word document.

#### Volunteer Portal

I rewrote the SharePoint volunteer management system in Mendix. Mendix allowed the app to include many improved features, including self-service volunteer information, volunteering opportunities logging and sign-up, a volunteer availability calendar, and integration with CARE NG CRM.

The application was later rebuilt to support a change to Blackbaud CRM. We took the opportunity to redesign the interface to more closely resemble the corporate styling. I wrote the BBCRM integration library, which used XSLT to solve incompatibilities between the SOAP API and the structures supported by Mendix. This integration library was later added to the Ops App.

#### Supply Chain Apps

ShelterBox’s inventory tracking lacked a lot of detailed information needed by the Supply Chain Team, so we developed a suite of apps to fill this gap. The “Product Catalogue” holds detailed information on every aid item, including images and details of how they are packed and palletised. The “Inventory App” is a transaction-based system that tracks stock in warehouses and movements between them. Finally, the “Shipping App” handles the actual consignments that facilitate the stock movements, including quotes for shipping and providers.

I advised on app architecture and did a lot of UX design work. I also wrote an integration between the Product Catalogue and our Finance system to keep the 2 lists of products in sync.

This app project has been an example of how user engagement can benefit the end product. We have worked closely with the Supply Chain team to continually evolve these apps over the last 6 years, ensuring that they always meet the changing needs of the team.

#### Donations App

The existing system was hard to support either internally or externally due to an obscure code library, and it took the Supporter Care team a long time to process donations. We designed a Mendix App that was presented in an iframe on the website page. Use of a custom “Journey” url parameter allows different features and codes to be applied to the donation journey based on the page on which it is displayed. As development lead, I was responsible for the overall architecture of the app, as well as providing the public-facing styling work. Again, we used my BBCRM integration, this time for financial data in addition to contacts. The app has held up well despite going through a period of our highest web donations traffic to date. Donation processing time was reduced by over 75%.

### Shop Manager @ Sea Kayaking Cornwall, Falmouth

April 2012 - October 2013

* Managed bookings, customer service and payments, coaches and equipment.
* Managed the accounts, sales and stock for the shop.
* Occasional guiding.

### I.T. Manager @ Philip Whear Windows & Conservatories Ltd., Redruth

March 2004 – March 2012

* Managed IT hardware, telephony systems.
* Managed window and conservatory software.
* Managed the paintshop.

### Artwork @ Eden Project, St. Austell

May 2003 – December 2003

* Painted a mural and various "hidden" messages around the site.

### Building work in Aveyron, France

February 2003 - May 2003

* Assisting in converting a derelict barn into a habitable dwelling.

### I.T. Manager @ General Pattern Co. UK, Basildon, Essex

July 1999 – February 2003

* Managed rapid prototyping machinery (SLA/SLS).
* Repair and processing of 3d CAD.
* IT support.
* Programmed CNC milling equipment using gcode.

## Education

**BA (hons) Three-dimensional design**

Kent Institute of Art & Design, Rochester - Sept 1996 to July 1999

**BTEC Diploma in Foundation Studies**

Falmouth School of Arts - Sept 1995 to July 1996

**A-levels**

Truro College - Sept 1993 to July 1995

* Art & Design, Design Technology and Computing.

**GCSEs**

Penair School, Truro - Sept 1988 to July 1993

* English Language, English Literature, Design & Realisation, Art & Design, Combined Science (Dual), Mathematics and History.

## Other interests

In my spare time I enjoy the outdoors: walking, camping, kayaking, canoeing and climbing. I am a Scout leader with the Stithians Scout Group and a long-standing member of Falmouth Canoe Club.

# Olly Spooner - Personal statement

With extensive experience in small and medium-sized organisations, I have developed a strong ability to identify and execute tasks independently, often with minimal support. I also relish working with and sharing ideas with others, inside and outside a formal team. My diverse background has equipped me with a broad perspective, allowing me to avoid tunnel vision and provide well-rounded and sometimes novel solutions.

Balancing user-driven and developer-driven approaches has enabled me to deliver optimal solutions to prioritise performance, security, functionality, and usability. My experience working with both internal and external stakeholders has honed my skills in gathering and defining user requirements, even for those not actively engaged in the project. While at ShelterBox, I have successfully developed solutions for very different areas of the business, namely Fundraising and International Programmes.

I am adept at communicating with users of varying levels of technical understanding, helping different stakeholders define their needs and constraints. My ability to visualise processes and translate them into more digestible forms ensures a collaborative and engaged project environment. I also work closely with external technical teams, advocating for software systems with integration and extensibility features to avoid future limitations.

I have developed applications using low-code (Mendix, PowerApps) and traditional programming platforms (Java, JavaScript, PHP, C#). Using a blend of compatible technologies has allowed us to take advantage of low-code speed while adding extended functionality that would not be achievable using only that approach.

Our team employs Agile SCRUM methodologies for Mendix development, and I have recently obtained Prince2 Foundation certification to enhance my project management skills. Our development process follows a standardised cycle, including requirements gathering, implementation, testing, and release stages. We utilise two-week sprints to plan and review our progress, continuously improving our processes. This approach to development allows us to be extremely flexible as we can quickly pivot as needs evolve.

As a growing organisation, ShelterBox had strategic ambitions such that scaling up the existing aid delivery management would not work. To deliver 10 times the aid, they could not simply hire 10 times the staff. There was a clear need to improve and standardise processes, automate tasks and increase the quality of record keeping. After investigating options from ready-made solutions to writing our own from scratch, I found Mendix. We began using Mendix in June of 2017, and I formed part of the negotiation and the initial development team.

Since producing the "Operations App", I and my team have developed several more large-scale apps including a self-service portal for our volunteers, a donation system for the website and a suite of logistics apps for our Supply Chain team. We have also used Mendix for numerous quick tasks and utilities.

I have seen the Microsoft Online platform evolve over the last 11 years and have a proven track record of administering and developing applications and integrations with it (M365, Azure, SharePoint, PowerPlatform). My expertise includes creating Model-driven and Canvas PowerApps, connecting systems to reduce data duplication and task repetition, and creating middleware solutions using tools like PowerQuery, PowerAutomate, PowerShell, Python, and XProc.

With over 20 years of experience administering various relational database systems (including MS SQL, Firebird, PostgreSQL, and MySQL), I have provided everything from data entry services, querying and reporting for data retrieval, to writing the entire database from scratch. Often these database systems provided the backend to a CRM (CARE NG, Blackbaud CRM) or ERP and financial systems (Access Dimensions), so I have learned to query and correlate data across some very different systems. More recently, we have begun the move to Dynamics CRM and Business Central, allowing me to broaden my technical capabilities.

I am passionate about working closely with users to develop data models and processes that form the foundation of effective solutions. This collaborative approach fosters a shared understanding of issues and solutions, leading to successful project outcomes. I greatly enjoy meeting and working with new people, always trying to be a positive influence in any workplace.