

# Mark Austin

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## PROFILE

I am a successful and motivated technical team leader with a proven track record for delivering a variety of complex solutions using a mixture of technologies. The majority of solutions are within the finance and retail sectors.

I can be hands-on as part of the development team and also have the ability to mentor the development teams.

I have the ability to pick up new technologies quickly and become proficient in them. My self motivation ensures that I meet deadlines to a high quality and to a professional standard.

The position I am seeking is one that will be challenging and put my experience and achievements into full effect.

## SKILLS OVERVIEW

- 22 years' experience in delivering web, win and windows mobile based applications. Technologies used include ASP, ASP.NET and C#.
- 13 years' experience in build automation using CruiseControl.Net, Jenkins, TFS and Team City
- 22 years' experience in delivering and installing a variety of applications to both UAT and production environments ensuring that security is paramount.
- 18 years' experience developing applications with C# from early adoption in 2002.
- 22 years' experience of SQL Server 7/2000/2005/2008/2012/2014 along with database design.
- 21 years' experience integrating into a variety of back-end systems typically using either XML, JSON or buffer-based messages. Such back-end systems include AS400 data queues, MQ, RabbitMQ, IBM WebSphere MQ, CICS and IBM 3270.
- Proven ability to enter a variety of roles and become effective almost immediately.
- Excellent team player who is eager to share skills knowledge with other members.
- 11 years' experience in using aspects of the SCRUM methodology.

## KEY ACHIEVEMENTS

### Software Solved

- In the process of rolling out a .NET Core solution template to allow for spinning up of new projects a more efficient process.
- Moved one of biggest clients from a manual build process onto Jenkins.

### GOSS Interactive

- Developed a reporting feature for their internally developed CMS system which aided in the package of CMS assets.

### The Key Support

- Introduced TDD and continuous integration using Jenkins as the build server. All classic ASP and .NET applications now build and deploy to test and live environments using this platform.

### itim LTD

- Introduced a new SDLC implemented using JIRA and SVN with Agile/SCRUM.
- Created a cloud based environment so Plymouth and outsourced development teams can work collaboratively.
- Introduced TDD and DDT with CI using Jenkins as the build server.
- Scrum master across all development projects.
- New website launch (<http://www.edi-plus.com>) using Umbraco so non-technical staff can update content. Web site is responsive using the bootstrap framework, HTML5 and CSS3.
- Trained staff on the usage of Umbraco and JIRA explaining the itim SDLC lifecycle.

### Eagle Eye Solutions

- Introduced continuous integration, TDD and quality gates.
- Scrum master across all projects using AGILE and SCRUM with the JIRA toolset
- Administrator for JIRA, Confluence and Tempo
- Leading two projects which were on the LAMP stack

## **Intelligent Environments**

- Member of the Profession Services Steering Group.
- Technically led and was solution architect across a programme of projects. Technologies included IOS, Android, and C#.
- Technically led a European wide retailer based credit card and loan application solution for a major high street bank. The application process is brand-able per retailer and supports multi-currency and is multi-lingual.
- Technically led an e-Banking solution for a building society. The solution allows users to apply for and service an online only ISA and instant savings. I worked alongside the building societies technology team to ensure that integration to their new staging platform was a success.
- Technically led an online Retail Investment System (RIS) solution. The solution enabled our customer to sign up new third party suppliers. The solution enabled third party supplier clients to login and service their portfolios. Functionality included the ability to create new portfolios, switch between funds and top up funds.
- Team lead the technical hand over of the companies travel business to another software house totalling £2M in value.
- Worked overseas, based in Boston, Massachusetts in a dual role as a systems administrator and a technical pre-sales consultant.

## **WORK EXPERIENCE**

### **November 2018 – Present – Software Solved (<http://www.softwaresolved.com>) – Technical Consultant**

Working on a variety of client facing projects. Technical stack ranging from .NET WebForms, SSRS, SQL Merge and Transaction Replication to greenfield .NET Core solutions. Typically using Azure for hosting UAT and Live environments.

### **May 2017 – Sept 2018 – GOSS Interactive (<http://www.gossinteractive.com>) – Senior Developer**

Primarily using their internally developed content management system which was based on the .NET MVC and Web Forms stack.

General tasks were rolling out digital platforms for local councils to provide them with eService functionality. Such services included report missed bin collection, report an abandoned vehicle and payment of council tax.

### **March 2016 – May 2017 – The Key Support (<http://www.thekeysupport.com>) – Senior Developer**

Responsible for delivering applications to the education sector using ASP.NET MVC 5 C#, Entity Framework 6, JQuery, CSS3, Bootstrap, SQL Server 2016 and a variety of online payment and invoicing providers.

Introduced Jenkins as a build, deployment and continuous integration platform

Aided the roll out of JIRA across the company by creating the business workflows, dashboards and Scrum/Kanban boards for both development teams and marketing/research teams.

### **Left due to redundancy.**

### **October 2015 – January 2016 - 4 months contract – Intelligent Environments.**

Financial Solutions implementations written in .NET MVC, SQL Server 2014, HTML5, JQuery and CSS3.

### **July 2015 – Present – Freelance**

Numerous web sites for private clients written in .NET MVC, NET Core, SQL Server 2016, HTML5, JQuery and CSS3

### **August 2014 – July 2015 – 12 month contract - (<http://www.edi-plus.com>) – Software Development Manager**

**Company overview** – Provider of fully managed EDI solutions to the retail sector and value added applications such as catalogue and inventory management tools

- Building a development team to take over the currently outsourced development projects.
- Creating a cloud based environment so that the Plymouth and outsourced development teams can work collaboratively.
- Introduction of an SDLC implemented using JIRA and SVN with the Agile/SCRUM methodologies.
- Introduction of migration workflow using JIRA
- Introduction of TDD and DDT with CI using Jenkins as the build server
- Creation and launch of the company's new web site <http://www.edi-plus.com> using Umbraco so that non-technical staff can update content.
- Scrum master across all development projects
- Hands on developer using HTML5, CSS3, ASP.Net, MVC 5, C#. ASP.NET 4.5 web forms (legacy applications) and Umbraco.
- Training staff on the usage of Umbraco and JIRA.

**Dec 2013 – May 2014 - Eagle Eye Solutions LTD (<http://www.eagleeye.com>) - Senior Team Leader**

**Company overview** - Provider of digital offers and rewards to the retail sector

**Technologies used** - Typically using the LAMP stack although there were a couple of .NET solutions

- Scrum master and Senior team leader across all projects with team leader reports
- Introduced continuous integration, TDD and quality gates.
- Managed the QA department and ensured that quality gates were met.
- Introduced AGILE and SCRUM using JIRA as the toolset
- Introduced RabbitMQ into the organisation as a message queuing solution
- Created a sales based application which demonstrated the offering.
- Main contact for all .NET related queries

**Left due to redundancy.**

**July 1998 – November 2013 - Intelligent Environments LTD (<http://www.intelligentenvironments.com>)**

**Company overview** – An online bespoke-able product to the financial sector

**Technologies used** - Typically using .NET, Objective C and Android to deliver financial based solutions.

Promoted through a range of roles taking greater responsibility for delivering online integrated solutions for the financial and travel sectors.

- Delivered over thirty projects fulfilling various roles ranging from developer to programme team lead..
- Head trouble shooter to the development operations team.
- Team led multiple online financial solutions (typically credit card, loan and savings products) using the .NET framework (1.1/2.0/3.0/4.5)
- Man managing five direct reports who were all team leaders.
- Part of a mentor team to improve the internal development processes. Such processes include ensuring projects are registered onto a build server and that a standard set of technical documentation is produced by each development team.
- Worked with RBS on their customer site ensuring that their credit card solution (RBS Advanta) went live successfully.
- Worked with Pearl Assurance to aid the delivery of an integrated solution into an insurance based backend (Polaris).
- Spent three months in the USA providing technical consultancy to the Boston based office.
- Main technical contact for third line support on a wide range of online solutions.
- Worked as part of a 24x7 team supporting a variety of online financial solutions.

**July 1997 – June 1998 - TMS Internet - Systems Administrator**

**Company overview** - A business-based ISP.

**Technologies used** – A variety of technical roles for a small ISP.

- Development of customer web sites using ASP and SQL Server.
- Ensuring internet facing servers were maintained and secured.
- Customer support contact for all internet-based queries.
- On-site installations of internet connectivity from single dial up to network based solutions.

**July 1995 – Sept 1996 Robert Jones and Agnes Hunt Orthopaedic Hospital – IT Engineer (Placement)**

- Providing hardware and software support to all IT users.
- Implemented a windows-based ordering solution for the orthotics department which integrated into the patient administration system.
- 24x7 support for patient administration system.

## **EDUCATION**

Oct 1993 - Jun 1997	<b>University of Wolverhampton</b> 2:1 BSc. (Hons). Software Engineering Final year options – Specialising in software, network and database design. Final year dissertation - Internet vs Intranet.
Sep 1991 – Jun 1993	<b>Saltash College</b> Merit – BTEC Computer Science C – A Level Computer Science
Sep 1986 - Jul 1991	<b>Saltash Comprehensive School</b> 4 GCSEs – Including Maths and English (2 B's, 2 C's)