Martin Greenaway BSc

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Profile

As an experienced IT professional, I have a strong technical and analytical background gained from working with blue-chip financial and public sector organisations in the UK and Australia. I am equally happy learning to use new methods and technologies as I am applying my existing skill set and I find great satisfaction in seeing the fruits of my efforts making a difference to the day-to-day business of a client.

My experience has given me the ability to understand the wider implications of technology for clients and for the business as a whole, and I am comfortable forging relationships and working closely with colleagues and clients at all levels of an organisation. I pride myself on my ability to deliver to requirements and in being conscientious in my work.

Key Skills

- 5 years experience of modelling key business processes at a number of levels, e.g. technology, business function, performance and end user actions;
- 6 months experience with Cordys C3 and BOP4, including implementation and developing/delivering training courses;
- Ability to write clear, concise and accurate technical documentation, from Requirements to Functional Specifications, from User Guides to Architecture documents;
- Good understanding of relational database design, management and querying using SQL, with experience of MS SQL Server, Oracle and MySQL;
- Able to build excellent relationships with management, colleagues, clients, vendors and technical specialists in order to gain insights, address issues and deliver solutions;
- Comfortable taking on project responsibilities – experience as development and technical lead and in managing small-scale projects;
- Experience of Kanban, Test-Driven Development and other Agile processes and procedures;
- 5 years experience of maintaining, configuring and developing solutions with the full range of Managed Objects (Novell) Business Service Management products;
- 4 years experience using, configuring, integrating and supporting Systems Management and Service Management toolsets such as CA Unicenter, Peregrine AssetCenter, BMC Remedy, IBM Tivoli and BMC Patrol;
- Strong knowledge of HTML, XHTML, JavaScript and CSS, with experience in creating internal and external websites, dashboards and applications using JSON and AJAX functionality with PHP/JSP;
- System-support experience on Linux, Solaris and Windows-based hardware and a working knowledge of networking protocols and hardware components.

Qualifications

1996 – 2000   BSc with Honours in Computer Science (First Class)
Royal Holloway College, University of London

1994 – 1996   A-levels in Maths, Physics and Chemistry (A's) and AS-level in Further Maths (B)
Farnborough Sixth Form College, Farnborough

Recent Work History

May 10 – date   **Development Team Lead and Documentation Lead, Polar Moment Group, Fleet, UK**
I was involved in the RFP process and solution design for a software tool to enable live subtitling of TV programmes for a number of key UK broadcasters, consolidating features from a number of existing tools into a single integrated solution. Subsequently, I have been responsible for turning client requirements into functional specifications, reviewing and amending and managing these specifications through to approval. I am also working closely with the clients to define and design the user interfaces needed to provide the documented functionality.

Concurrently, I am responsible for leading the development team creating the client side software, working with a Kanban-based, Test-Driven Development methodology. Prioritisation of development tasks and allocation of individual stories to developers are among the key responsibilities, along with providing supporting information to developers to ensure features meet requirements.

Sep 10 – May 10 **Cordys Consultant, SkillSet Consulting (Polar Moment Group), Fleet, UK**
At the end of the previous contract, I was offered a permanent opportunity within the same group of companies, this time in a more technical role. After training myself in the use of Cordys C3 and gaining experience with a key client, I was responsible for creating and delivering a one-week introductory training course for some of the client's Java developers, some of whom have subsequently become Cordys specialists.

In the meantime, I worked on a number of projects for clients including implementing a proof of concept for catalogue media management for a fashion brand (C3); work as part of a large team on a digital media ingest and archiving solution for a major UK broadcaster (BOP4); and a bid for an online store with automated provisioning for an Irish mobile telecommunications firm (BOP4). During the latter, I developed an excellent working relationship with the pre-sales team from Cordys in Paddington.

Jan 10 – Aug 10 **Contract Process Consultant, SkillSet (Polar Moment Group), Fleet, UK**
I began working for SkillSet (part of Polar Moment Group) on a transition project for BP. The role involves business process analysis and documentation through working with subject matter experts, documenting the processes step-by-step, and then producing training materials. Following this, I spent a significant amount of time in Budapest training the new starters, where my knowledge of the processes and job roles earned me significant respect and appreciation from team leads and delegates alike.

This role gave me exposure to new tools such as Oracle UPK (formerly On-Demand) for creating e-learning resources and ARIS for producing process maps. It also provided me with significant opportunity to develop my training and presentational expertise.

May 09 – Nov 09 **Freelance Web Developer**
I gained significant experience creating a number of sites that worked cross-browser using PHP, MySQL, XHTML, CSS and JavaScript. This allowed me to introduce myself to AJAX technologies and explore multiple ways of creating dynamic, database-driven sites. I built a number of bespoke content management systems and photo galleries from scratch, gaining experience of relevant techniques and methods.

May 08 – Oct 08 **Contract Technical Solutions Engineer, Members Equity Bank, Melbourne, Australia**
Initially employed on a five week contract to administer the company's external-facing web site, the contract was renewed for a total of five months. Whilst there, I worked on a diverse range of projects, including creating and running a *Salesforce.com* Platform-as-a-Service pilot which I documented and handed over for implementation, and the design and implementation of a small PHP/MySQL-based Test Environment Booking system.

For the final two months of my contract, I worked as Test Environment Coordinator. In this role, I was responsible for the provisioning, configuration and on-going support of the multiple test, training and development environments, during a period of major system upgrades. I formalised and documented the key processes involved in provisioning and maintenance of the environments. I also became involved in regular development project meetings which enabled much faster identification and resolution of environment issues, to reduce impact on projects.

Feb 06 – Aug 07 **Contract Web Dashboard Specialist, Deutsche Bank AG, London, UK**
I was hired to provide visualisation of the Deutsche Bank technology estate using *Managed Objects* products. Through 3 contract terms of 6 months each, I worked on the implementation of dashboards to enable management to easily understand the status of key systems within the bank, from operational, security and compliance perspectives. This involved mining data from numerous sources including Tivoli systems management, SMARTS network management and Peregrine AssetCenter, displaying it to

users via a real-time web portal. I also built and supported a number of bespoke JSP/JavaScript portlets to mine and display data held in the Managed Objects system and provided technical input into numerous requirements-gathering sessions.

I worked closely with the vendors (now owned by *Novell*) in both support and development tasks and also during the beta phase for version 4 of their product set, conducting testing and providing feedback. Deutsche Bank were early implementers of version 4, where the new *Liferay*-based portal required me to re-write our existing portlets to comply with the JSR-168 standard.

During this time, I was also jointly responsible for keeping track of and resolving any day-to-day operational issues with the visualisation layer.

Aug 04 – Feb 06   **Managed Objects Visualisation Specialist, CSC Computer Sciences Ltd, Fleet, UK.**
I transferred to the CSC's Tools and Automation team to concentrate on the *Managed Objects* BSM product set. I was responsible for the design, implementation and subsequent production support of a web-based dashboard for a contract with the National Health Service, displaying availability, performance and SLA compliance across multiple NHS trusts.

The development of the monitoring solution was complex, pulling in data from numerous sources, conducting calculations and presenting regular updates. The nature of the monitoring solution meant that I created a number of versions as the functionality of the overall NHS solution took shape, ending up with a fully-fledged production-ready version for the go-live of the first NHS Trust. I also produced a large amount of documentation covering the design, data modelling, deployment and key maintenance tasks.

Sep 00 – Aug 04   **Systems Management Analyst, CSC Computer Sciences Ltd, London, UK**
I joined CSC through their Graduate Development Scheme and was placed on an outsourcing contract for JP Morgan in London. The scheme involved placements in areas such as Enterprise Systems Management, Help Desk, Service Management and Crisis Management. I then spent 6 months in Change Management, running the EMEA Change Management function for a number of months during the merger with Chase Manhattan. I made a number of improvements to the process, introducing regular reviews between the business and technology stakeholders to further minimise the impact to the business of planned change activity.

From there, I returned to the Enterprise Systems Management team on a permanent basis. Working with a product set based around *CA*'s Unicenter Event Management, Asset Management and Automation Point software, *Remedy* ARS for the help desk and *Managed Objects* Formula as a visualisation platform, I spent roughly two and a half years as part of the combined engineering and 3rd level support team. I quickly joined the 24-hour on-call support rota, and represented the team at Change meetings and on Crisis Management bridges. I gained some significant exposure to modelling performance and availability of Business processes and services, combining hardware and software monitoring with business rules.

During this time, I helped to implement and maintain a new instance of the end-to-end monitoring solution for the Schroders account, and to gain support for Remedy in Schroders' Luxembourg office, which was new business for CSC.

Other Information

- Full UK driving licence and own transport;
- Valid British passport;
- Previously SC cleared, and prepared to be cleared to higher levels.

References

- Multiple reference contacts available on request.