James Palmer | Curriculum Vitae

10 years' experience as a Progress 4GL developer, covering the full development lifecycle. Proven customer management skills. A passion for providing exemplary service. A commitment to building good working relationships. Fluent German and English language.

Experience

Application Developer and DBA – **Inenco Group**   August 2011 - Present

The ICMAS system at Inenco is an in-house developed system fulfilling a large array of purposes, such as CRM and ERP. It is a very large, complex system with over 20 years of development. As developers, our customer is the business. With each new project, my role is to:

- Liaise with the customer to produce a clear specification of the requirements;
- Estimate and cost the project;
- Deliver the project and manage the customer relationship to ensure they are happy with the work before it is released into production;
- Regularly provide feedback to the customer on the work, demonstrating progress and incorporating their input into the development process to build customer ownership;
- Build the customer relationship to ensure they are getting a solution to their problem that closely matches what they are expecting and enables them to do their job more efficiently.

Other achievements at Inenco:

- During induction program as new staff member, identified a number of significant process improvements that have been implemented;
- Additional work as DBA, managing upgrades of Progress on both server and client machines, benchmarking the system and changing settings to improve performance of the system as a whole. On call for serious outages, with necessity to bring the system back as soon as possible in these cases;
- Led corporate charity initiative (Trinity Hospice Corporate Challenge) in 2013 and 2014 raising in excess of £10,000;
- Member of the Sports and Social team, helping organize events and trips for employees. Also participate in the Engagement Team reporting to the directors, with a view to improving staff engagement across the business.

Software Developer – **Cultura Technologies (formerly CAL Software)**   May 2006 – August 2011

CAL Software operated a strict 6-week development lifecycle, with projects going through formal functional and technical specification, before being developed, tested, user-acceptance tested and then released to customers. It was my job to:

- Ensure code completion within the estimated time-frames to enable sufficient time for testing and bug fixing;
- Produce work that had as few bugs as possible to eliminate repeat work and customer dissatisfaction;
- Get involved in technical specification writing and estimating the development time required to complete the work;
- Ensure good communication with the project managers who wrote the functional specifications;
- Liaise with customer service team, to ensure projects kept moving through the system.

Support Developer — IBS OpenSystems (Now part of Capita)   March 2005 – May 2006

Key liaison role between Support and Development, working with customers and development to improve the system. Required excellent communication skills to manage many unhappy customers and overworked developers.

Software Developer — One.Tel, part of Centrica Telecoms   May 2003 – March 2005

Developer on the in-house source control tool – a WebSpeed front end to a CVS repository. It would also automatically build and distribute code libraries to relevant locations.

- Worked directly with developers to improve the system so that it made their work easier;
- Managed overnight system upgrades;
- On call for the system that received call duration records from the telecoms switches and parsed them into the database for subsequent billing. Volume of data received, combined with strict telecoms legislation meant that downtime was very expensive to the business, so had to be resolved quickly, efficiently and accurately.

1st/2nd Line support, Team Leader, Service Coordinator — IBM Outsourcing   October 2000 – May 2003

- Service Coordinator for a German account, reporting to management on the account's performance;
- Team Leader of the German desk;
- 1st and 2nd line German speaking support resource: customer facing over the phone and on site with the client. Swift resolution of problems was paramount via remote fixes if possible, or to manage each issue through to a satisfactory conclusion if it was unfixable remotely.

Education

BSc (Hons) Computer Science with Business and Management — Manchester University   1997 – 2000

A-Levels in Maths, German, Economics — St Olave's School, Orpington, Kent

Technical Skills

❖ Progress 4GL / OpenEdge ABL (versions 9, 10, 11)	10+ Years
❖ Crystal Reports	5 Years
❖ Microsoft Windows	Extensive Experience
❖ Unix/Linux	Basic knowledge
❖ Microsoft Office	Extensive Experience
❖ Java	2 Years (at University)
❖ C	3 Years (at University)