

Robert Wray

CURRICULUM VITAE

Address

Available on request

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OVERVIEW

An experienced Development Manager and Developer with broad and deep experience using the Microsoft stack to advise and deliver cloud based solutions, including working in a PCI DSS Level 1 compliant environment.

Through natural passion, I'm always consuming information and learning new approaches and technologies, with a view to improving my abilities and by extension sharing with those who I'm leading or mentoring.

Full Stack developer (C#, SQL Server, asp.net/asp.net MVC, Windows).

Active participant on stackoverflow – In the 'top 0.76% overall' whose answers have reached 3.7million developers (stackoverflow.com/users/7872)

RELEVANT EXPERIENCE

Consultancy Work – easyJet

May 2011 - Current

Undertaken alongside existing employment

The easyJet "Recognise" portal

- Worked with key stakeholders to specify, develop and deliver a platform for employee recognition, based on SQL Server and asp.net MVC
- Providing on-going support for the platform to the People team, liaising with their IT team as and when required and looking after the commercial relationship with easyJet

EMPLOYMENT HISTORY

Ultracomms – Development Manager

December 2013 - Current

Fareham, Hampshire

Full Time

Ultracomms is the UK's first cloud based contact-centre provider, with c. 8 million minutes of telephone calls flowing through the system which, thanks to having achieved PCI-DSS Level 1 certification, is also responsible for taking £2.5 million worth of card payments a month.

- Overall leadership of the Development department, incorporating the Development, QA and DBA teams; responsible for mentoring my teams, work scheduling and resourcing and setting the technical direction of the department with input from key stakeholders to deliver solutions that will allow the business to meet its commercial needs
- Working with the Helpdesk and Infrastructure departments to foster a DevOps culture where solutions are properly supported through from Development into production and customer usage
- As a seasoned Developer, I have the ability to get involved when opportunity allows, both building a proof of concept for others to further or joining the team in building out the solution
- Key Projects: Delivering a telephone based card payment solution integrating with multiple providers (Realex, Sage, Barclaycard, WorldPay, Cashflows); Integrating CallMiner (a speech analytics solution) to our platform to provide customers with a hosted and fully integrated solution for call QA and "Ultra Live", a web based real time status display solution to replace a legacy Delphi app that provides a dashboard for Call Center performance used by customers and Helpdesk

Ultracomms – Senior Developer

Fareham, Hampshire

December 2007 - December 2013

Full Time

- Responsible for full stack development, design and architecture; including database, internal API, web applications and external API
- Key Projects: Solution for managing customer call recordings (geographically redundant storage, online compression, archival and retrieval), full UI refresh of the customer portal, introducing processes and best practices to allow the department to grow from four to thirteen people

Alphameric Solutions - Developer

Godalming, Surrey

May 2006 – December 2007

Full Time

- Development of enhancements (customer requested and business led) to the Caterwise stock control system
- Architected and lead the implementation of an application integration solution to facilitate internal and third-party integration in an extensible and unified manner. Used to provide Microsoft Dynamics NAV integration and 3rd party supply chain providers

Alphameric Solutions – QA Manager

Godalming, Surrey

September 2004 – May 2006

Full Time

- Day to day management of the QA team for Caterwise, a cloud based stock, cash and EPOS control system for the Hospitality industry

EDUCATION

1999-2003

University of Surrey: Computing & IT BSc*Two of three years completed*

1997-1999

Halesowen College: A-Levels*Computing, Accounting, Business Studies – 3x B Grades*

1993-1997

Ridgewood High School: GCSEs*10x Grade C or Higher GCSEs*

INTERESTS

Technology, cooking, reading (fiction and non-fiction), home improvement, gardening, mixology

REFERENCES AVAILABLE UPON REQUEST