

# Graham Webb – Curriculum Vitae

## Personal Details

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UK citizen, married with one son. Clean UK driving licence.

## Executive Summary

Graham is a talented and motivated software developer who, during an extensive career in IT, has worked in a wide range of roles including development team manager, project manager, technical architect, business analyst, developer and trainer. Although comfortable managing teams of developers, or presenting a business case to the board, he likes to remain “hands-on” in technical roles, designing and coding software systems.

For the last 10 years he has run his own consultancy, whose most recent projects have included:-

- Web-based systems architecture and design for a social enterprise in the disabled care sector.
- Design and implementation of performance analysis systems for various UK public transport networks.
- Business systems consultancy and software design for a major supermarket group.
- Design of web-based solutions for the UK’s largest managed pub and restaurant chain.

## Skills Summary

### Technical skills

- Bespoke development on the Salesforce.com platform using Visualforce, APEX and Customer Portal
- Web application design using VB.NET, ASP.NET, Javascript, HTML, COM+
- Client-server application design using VB6, ActiveX objects and user controls, COM
- Database design using
  - SQL Server, including stored procedures, triggers and replication
  - Informix Dynamic Server, also including stored procedures, etc.
  - Microsoft Access
- XML, ADO, ODBC, Crystal Reports, ActiveReports
- Citrix Nfuse, Visio, Btrieve, EPOS, Cubase

### Business analysis skills

- Writing of business requirements and functional specifications.
- Business case justification and presentation to senior management.
- Business knowledge of retailing, hospitality, FMCG, product and category management, pricing, ERP, accounting and financials, CRM, and public transport systems

### Management skills

- Development team management including recruitment, staff appraisals, technical “mentoring”, etc.
- Project management

## Career History

### 1998 to date – Owner of Tangleweave Ltd. – Software design consultancy

Clients have included ...

**Client:** Cool2Care cic  
**Role:** Information Systems Manager, Architect & Developer **Dates:** 2008 to date  
**Technology:** Salesforce.com, Visualforce, Apex, Customer Portal, Javascript, HTML, Google Apps

Cool2Care was voted “Start-Up of the Year 2008” in the Social Enterprise category, providing care services

to families with disabled children. As Information Systems Manager Graham is responsible for solving a range of business challenges thrown up by a rapidly expanding enterprise distributed across the UK. He selected the Salesforce.com SaaS platform as the heart of their information systems and has used it to design, code and implement a bespoke customer portal and a variety of supporting applications.

**Client:** Railway Systems Consultants Ltd.  
**Role:** Software developer and data analyst **Dates:** 2007 to date  
**Technology:** VB.NET, ADO.NET, Access, Excel/VBA

RSC is a consultancy offering a variety of services to train and tram operators across Europe. Acting as their software consultant Graham has designed and implemented a performance monitoring and analysis tool for Manchester Metrolink, Tyne & Wear Metro and Croydon Tramlink.

**Client:** Alphameric Hospitality  
**Role:** Development team leader and business analyst **Dates:** 2005 to 2006  
**Technology:** VB.NET, ASP.NET, Javascript, COM+, SQL Server, XML, IIS, ActiveReports

Alphameric is an industry-leading software house in the hospitality and retail sector. Graham led a 6-man team that built a series of web-based modules for the Spirit Group, the UK's largest managed pub chain with around 1200 outlets nationwide, for staff scheduling, sales forecasting, and online ordering.

**Client:** Musgrave Budgens Londis  
**Role:** Development team leader, project manager, business analyst **Dates:** 1998 to date  
**Technology:** VB6, Informix SQL, XML, ActiveX/COM, ADO/ODBC, Crystal Reports, Excel/VBA, Citrix Nfuse, ASP, HTML

Originally hired by Informix, a world-leading supplier of relational databases and consultancy, as leader of an 8-man team to develop a product and catalogue management system for the Londis supermarket chain, Graham's deep understanding of their business has made him a key member of the Londis team ever since, providing technical consultancy and support whilst making numerous enhancements to the system. Londis recently merged with Budgens to form a single enterprise with around 4000 retail outlets nationwide, and the system was selected as "best of breed" to serve both businesses.

**Employer:** Crown Management Systems Ltd.  
**Role:** Technical architect and development team manager **Dates:** 1988 to 1998  
**Technology:** VB5, ActiveX, ODBC, SQL Server, Access, Btrieve, EPOS

Crown was a software house specialising in solutions for the retail hospitality sector. Over a 10-year period Graham led the design of their applications and recruited a small development team to code and implement them.

## Education & Qualifications

- BA Hons History (2.1) from University of Exeter
- 3 A-Levels (grades A,B,B) from Cranleigh School, Surrey
- Microsoft Certified Solution Developer

## Other Interests

Graham is Musical Director of Vox Concordia, a vocal octet that specialises in a *cappella* jazz. Although strictly amateur, they have performed all over the UK and, just occasionally, in Europe. Their first album "Making Notes", which he mixed and produced, was nominated in the Best Jazz Album category for 2007 by the Contemporary A Cappella Society of America. Visit [www.voxconcordia.com](http://www.voxconcordia.com) for more details.

He's also an ECB-qualified cricket coach and from 2000 to 2008 was Colts Manager at Blackheath Cricket Club in Surrey, where he founded the club's junior section which now boasts around 150 members.