

# Graham Webb – Curriculum Vitae

## Personal Details

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

## Personal Summary

I'm a graduate with extensive experience in all aspects of business software design and implementation, mainly but not exclusively in the retail sector. During more than 20 years in the industry I have been a business analyst, developer (including more than 10 years as a team leader and technical architect) and project manager, as well as having occasional roles in pre-sales, training, recruitment and technical support. I have strong technical skills, but for me technology is a tool rather than an end in itself and the real satisfaction comes from seeing my software at work, making a difference to the business.

I'm also passionate about my activities outside work, as Musical Director of a highly successful vocal group, and Director of Youth Cricket at my local cricket club.

My most recent achievements include:-

- The integration of business systems for Londis and Budgens supermarkets, based around the CATS trading system that I originally developed for Londis.
- Design and implementation of a series of web-based modules for The Spirit Group, the UK's largest managed pub chain.
- An award nomination in the USA for my vocal group's first album, which I mixed and produced.

## Skills Summary

### Business knowledge

- Retailing, Hospitality, FMCG
- ERP, Accounting and Financials, CRM

### Programming and related skills

- VB6, ActiveX objects and user controls, COM
- VB.NET, ASP, Javascript, VBScript, HTML, COM+
- XML
- ADO and ODBC
- ASP, Javascript, VBScript and HTML
- Crystal Reports, ActiveReports
- VBA within Excel, Word and Outlook
- C++ and C# (occasional use)

### RDBMS

- SQL Server (versions up to 2000), including database design, stored procedures, triggers and replication
- Informix, also including all aspects of database design, stored procedures, etc.
- Data warehousing

### Sundry

- Microsoft IIS, Citrix Nfuse, Excel, Word, Visio, Powerpoint, Cubase, Btrieve, EPOS

## Career/Project History

**Client:** Musgrave Budgens Londis  
**Project:** Trading Systems Integration  
**Dates:** 2005 to 2007  
**Role:** Business analyst, developer and trainer  
**Technology:** VB6, Informix SQL, XML, ActiveX/COM, ADO/ODBC, Crystal Reports, Excel/VBA

Supermarket chains Londis and Budgens have recently merged under new ownership into a single enterprise with around 4000 retail outlets nationwide. The Commercial Administration Trading System (CATS), which I originally wrote for Londis (see below), was selected as “best of breed” ahead of existing Budgens systems and major third party ERP packages to control the trading functions of the new organisation. I was asked to adapt it to the needs of both businesses.

My role in the project was to:-

- Recommend methods for merging the business processes of the two companies.
- Write functional specifications and other documents, and present them to senior management.
- Design and code all database, back end and user interface changes relating to CATS, together with an XML interface to other Budgens systems.
- Liaise with users and technical staff throughout the enterprise.
- Design and deliver training courses for the new software.

**Client:** The Spirit Group (on behalf of Alphameric Hospitality)  
**Project:** Online Sales Forecasting and Labour Scheduling  
**Dates:** 2005  
**Role:** Business analyst and development team leader  
**Technology:** VB.NET, Javascript, COM+, SQL Server 2000, XML, IIS

The Spirit Group is the UK’s largest managed pub chain with around 1200 outlets nationwide. This project delivered a web-based module allowing pub managers to forecast their future sales based on a complex set of criteria, and then schedule detailed labour requirements based on these sales. It was implemented online via Alphameric’s caterwide.com portal. My role was to:-

- Liaise with a major management consultancy, whose statistical algorithms were the basis of the forecasting.
- Write functional specifications and present them to senior management at Spirit.
- Lead the team of 4 developers and 2 testers.

**Client:** The Spirit Group (on behalf of Alphameric Hospitality)  
**Project:** Online Order Management  
**Dates:** 2004 to 2005  
**Role:** Business analyst, development team leader  
**Technology:** VB.NET, Javascript, COM+, SQL Server 2000, XML, IIS

This was another web-based module “bolted on” to the Alphameric caterwide.com application. My role was similar to that described above.

**Client:** Londis (Holdings) Ltd.  
**Project:** Commercial Administration Trading System (CATS)  
**Dates:** 1999 to 2005  
**Role:** Business analyst, project manager, developer, trainer and technical support  
**Technology:** VB6, Informix SQL, ActiveX/COM, ADO/ODBC, Crystal Reports, Excel/VBA

CATS is a mission-critical application at the core of the company’s ERP solution, installed on every desktop in the enterprise, controlling product details, pricing, marketing, promotions, workflow and management reporting, and interfacing to warehousing, order processing and EPOS systems. Over a period of 6 years there were six major releases, each with additional functionality. My role was to:-

- Perform all business analysis, liaising with users at all levels up to Commercial Director.
- Write detailed functional and design specifications, and present them to the CEO and other senior management for approval.
- Design the database, the client-server architecture, and the user interface of the entire

<p>application, including numerous ActiveX controls and components.</p> <ul style="list-style-type: none"> <li>• Design and run the UAT and user training for each release.</li> <li>• Project manage the roll-out across the enterprise, liaising between outsourcing companies responsible for database administration and desktop/network support services</li> </ul>
<p><b>Client:</b> Londis (Holdings) Ltd.  <b>Project:</b> Citrix Implementation  <b>Dates:</b> 2003  <b>Role:</b> Project manager, business analyst and technical consultant  <b>Technology:</b> Citrix Nfuse, ASP, HTML</p> <p>I managed the deployment of various key applications including CATS (see above) and Business Objects, previously installed on every desktop in the enterprise, via a browser interface and intranet using Citrix Nfuse. My role was to:-</p> <ul style="list-style-type: none"> <li>• Liaise between outsourcing companies who deployed Citrix and managed network support.</li> <li>• Design and run UAT to test implementation and provide evidence to back up the business case.</li> <li>• Provide additional technical expertise to troubleshoot technical issues where required.</li> </ul>
<p><b>Client:</b> Londis (Holdings) Ltd.  <b>Project:</b> Remote and mobile working  <b>Dates:</b> 2003  <b>Role:</b> Project manager and business analyst  <b>Technology:</b> Blackberry GPRS email, MS-Exchange, VPN</p> <p>The objective of this project was to equip the sales force with mobile email and remote corporate access. My role was to:-</p> <ul style="list-style-type: none"> <li>• Gather user requirements and identify technical solutions (preferred PDA devices, etc.).</li> <li>• Present alternative solutions, and a business case, to senior management to gain budget approval.</li> <li>• Engage and liaise between outsourcing companies in order to deliver the solution, including network design consultancy, mobile phone service provider and network support company.</li> <li>• Design and implement a corporate usage policy for new technology.</li> <li>• Design and run UAT and user training.</li> </ul>
<p><b>Client:</b> Alphameric Hospitality Ltd.  <b>Project:</b> Management Reporting for Caterwide.com  <b>Dates:</b> 2003  <b>Role:</b> Developer  <b>Technology:</b> SQL Server 2000 T-SQL, ASP, VB6, ActiveX, COM+, ActiveReports, VBScript, HTML, Data Warehouse</p> <p>This project involved the use of a data warehouse linked to a web-based front end.</p>
<p><b>Client:</b> Aspex Events Ltd  <b>Project:</b> Expomaster  <b>Dates:</b> 1999 to 2000  <b>Role:</b> Technical consultant and developer  <b>Technology:</b> VB6, ADO, ODBC, SQL Server 6.5</p> <p>Aspex Events was an event management company with a large database of customers and suppliers. I was hired to develop and implement Expomaster, a bespoke Customer Relationship Management application.</p>
<p><b>Client:</b> Informix inc  <b>Project:</b> Londis Sherpa Millennium  <b>Dates:</b> 1998 to 1999  <b>Role:</b> Development team leader and technical lead  <b>Technology:</b> VB5, Informix SQL, ActiveX/COM, ADO/ODBC, Crystal Reports, Excel/VBA</p>

millenium compliant. I was hired to lead the 8-man development team.

**Employer:** Crown Management Systems Ltd.  
**Dates:** 1988 to 1998  
**Role:** Development team leader and technical architect  
**Technology:** VB5, ActiveX, ODBC, SQL Server 6.5, Access, Btrieve, EPOS

Crown was a software house specialising in EPOS and head office management solutions for the retail hospitality sector. When I was hired to lead their development team there were only 6 employees, but by the time I left 10 years later the company had grown to over 100 employees with a range of large and blue-chip clients. I recruited many of the developers myself. Crown subsequently became Alphameric Hospitality (see above).

**Employer:** CPC UK Ltd.  
**Dates:** 1986 to 1988  
**Role:** Senior systems analyst and development team leader  
**Technology:** System38/RPGIII, Clipper

CPC was a major food manufacturer now known as Unilever Best Foods. Among my achievements was a PC-based fixed assets management system rolled out to all 12 CPC companies across Europe. My role included all aspects of analysis, coding, user training and roll-out.

**Employer:** Ever Ready Ltd.  
**Dates:** 1984 to 1986  
**Role:** Senior Systems Analyst  
**Technology:** System38/RPGIII

Ever Ready was a major manufacturer of batteries and electrical goods. I designed the corporate purchase ledger and general ledger applications, using contract developers to deliver the finished software.

**Employer:** Coopers & Lybrand  
**Dates:** 1982 to 1984  
**Role:** Student chartered accountant

In my first job after graduation I successfully completed the first 18 months of training as a Chartered Accountant with one of the largest City firms before deciding to move into a fulltime I.T. role. This included audit experience for a wide range of clients including Unilever plc.

## Education

- BA Hons History (2.1) from University of Exeter (1982)
- 3 A-Levels (grades A,B,B) from Cranleigh School, Surrey (1978)

## Other Interests

I am Musical Director of Vox Concordia, a vocal octet that specialises in a *cappella* jazz and contemporary arrangements and performs all over the UK and, just occasionally, in Europe. Our first album "Making Notes", which I 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.

I am an ECB-qualified cricket coach and Director of Youth Cricket at my local club. I founded our junior section in 2000 and we now have around 150 members between the ages of 6 and 16. My role is now to co-ordinate the team of volunteer coaches and organisers, and I also manage and coach the Under 14 and Under 16 age groups.