

# Graham Webb – Curriculum Vitae

## Personal Details

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

## Executive Summary

During an extensive career in business software development Graham's roles have included development team manager, project manager, technical architect, business analyst, developer and trainer. Experienced in all elements of the development lifecycle, he is perhaps most at home hands-on as a developer who enjoys working with end users and seeing the results of his design and coding at work within the business.

His most recent projects have included:-

- Cloud-based systems architecture and bespoke development controlled under the Agile framework, working on behalf of Europe's largest Salesforce.com consulting partner for clients in the global recruitment and UK domestic energy markets
- IT management and cloud-based systems design for a social enterprise in the disabled care sector.
- Development and implementation of performance analysis systems for UK public transport networks.
- Development team leadership, business analysis and software design for a major supermarket group.
- Development team leadership on web-based software solutions for the UK's largest managed pub and restaurant chain.

## Skills Summary

### Technical skills

- Complex customizations and systems integration developed on the Salesforce.com platform using Visualforce, APEX, JQuery, Javascript, XML, CTI, RESTful and SOAP web services
- Web application design using the Microsoft .NET framework
- Client-server application design using VB6 and ActiveX objects
- Large-scale relational database design using SQL Server and Informix Dynamic Server
- Sundry other cloud-based software including Google Apps and Jira project management.
- Sundry other desktop software including MS-Office, MS-Access, Visio, etc.

### Business analysis skills

- Writing of business requirements and functional specifications.
- Business case preparation and presentation to senior management.
- User training
- Business knowledge of recruitment, domestic utilities, 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.
- Familiar with Agile methodology
- Software supplier selection and liaison/management
- Stakeholder management

## Education & Qualifications

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

## Career History

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

Clients have included ...

**Client:** Tquila Ltd ([www.tquila.com](http://www.tquila.com))

**Role:** Senior consultant

**Dates:** 2011 to 2013

**Technology:** Salesforce.com, Visualforce, Apex, Customer Portal and ServiceCloud technologies, JQuery, Javascript, HTML, XML, CTI, systems integration using RESTful and SOAP web services, Google Apps, Jira

Since Graham joined in 2011 Tquila has grown from a handful of staff to become Europe's largest Salesforce.com consulting partner with a broad corporate portfolio. On their behalf he designed & delivered for First Utility, a UK domestic energy supplier, a bespoke customer sales order processing, a ServiceCloud implementation, and a broker portal quotation and contract management system. He also worked in a team that designed and delivered for K2, a global recruitment consultancy, a bespoke candidate and vacancy management application, including integrations with Natterbox CTi, Facebook and LinkedIn.

**Client:** Cool2Care cic ([www.cool2care.co.uk](http://www.cool2care.co.uk))

**Role:** Information Systems Manager, Architect & Developer

**Dates:** 2008 to 2012

**Technology:** Salesforce.com, Visualforce, Apex, Customer Portal, VerticalResponse, Javascript, HTML, Google Apps

Cool2Care was voted "Start-Up of the Year 2008" in the Social Enterprise category, and has since grown to a £1million+ turnover providing care services to families with disabled children throughout the UK. Joining at its inception, Graham was responsible for solving a range of business challenges thrown up by this rapidly expanding, highly distributed enterprise on a very limited budget. He selected and architected solutions on the Salesforce.com and Google Apps platforms, including development of bespoke add-ons.

**Client:** Railway Systems Consultants Ltd.

**Role:** Software developer and data analyst

**Dates:** 2007 to 2010

**Technology:** VB.NET, ADO.NET, Access, Excel/VBA

RSC was a consultancy offering a variety of services to train and tram operators across Europe. Acting as their lead software consultant Graham designed and implemented performance monitoring and analysis tools 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

Now part of Torex, Alphameric was the 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 c.1200 UK outlets for staff scheduling, sales forecasting, and online ordering.

**Client:** Musgrave Budgens Londis

**Role:** Development team leader, project manager, business analyst

**Dates:** 1998 to 2010

**Technology:** VB6, Informix SQL, XML, ActiveX/COM, ADO/ODBC, Crystal Reports, Excel/VBA, Citrix Nfuse, ASP, HTML

Graham led an 8-man team at Informix to develop a product and catalogue management system for the Londis supermarket chain. His in-depth knowledge of the business then made him a key member of the Londis team developing numerous enhancements. At the merger of Londis with Budgens, giving c.4000 UK retail outlets in all, his system was selected as "best of breed" to serve both businesses.

**Employer:** Crown Management Systems Ltd.

**Role:** Technical architect and development team leader

**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. Joining in its infancy, Graham recruited and led their main 8-man development team, creating their main software product portfolio before the business was sold to Alphameric (see above).

## Other Interests

Having been a keen cricketer all his life, Graham was until very recently Chairman of Blackheath Cricket Club in Surrey, where a two year project to build a new pavilion was successfully completed in April 2013 at a cost of over £400,000. More details at [www.blackheathcc.co.uk](http://www.blackheathcc.co.uk)

He is also a keen singer with Surrey Hills Chamber Choir, who won the BBC Adult Choir of the Year title in October 2012. More details at [www.surreyhills-choirs.co.uk](http://www.surreyhills-choirs.co.uk)