

## CURRICULUM VITAE



### Personal Details:

**Name:** Mark A. Whitfield

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**Website:** [www.markwhitfield.net/cv.htm](http://www.markwhitfield.net/cv.htm)

**Date of Birth:** 13<sup>th</sup> October, 1968 (Age 43)

**Marital Status:** Married

**Health:** Good

**Nationality:** British

**Driving Licence:** Full

**Commercial Years in IT:** 21+

**Areas of Expertise:** **IT Project / Product Manager (Cert. PRINCE2 Practitioner, Agile, ITIL),** Technical Pre-Sales, Software Design and Development, HP NonStop Technician, IT Consultancy, DotNetNuke Web Design and Authoring  
**Programming:** HP NonStop, TAL, TAQL, COBOL85, SCOBOL, C/C++, Java, NonStop and MS SQL, Guardian utilities (XPNET, PATHWAY, SCF, FUP, INSPECT)  
Work carried out both in-house and on-site (*also see separate Career Profile*)

**Availability:** 1 months' notice                      **Preferred Location:** North West, North

**References:** Available on request

**Current Salary:** £Basic + Benefits (*Company Car, Pension, Healthcare, Bonuses*)  
Required salary is negotiable

### Education:

1988 to 1990: **Bolton Institute of Higher Education (now the University of Bolton)**  
Deane Road, Bolton, Lancashire, UK. BL3 5AB  
  
Higher National Diploma (HND) in Computer Studies –  
DISTINCTION – overall first over the 2 years

1985 to 1988: **Leigh College (now Wigan and Leigh College)**  
Marshall Street, Leigh, Lancashire, UK. WN7 4HX  
  
2 'A' Levels –  
Computer Science and Biology

1980 to 1985: **Park High Secondary School**  
Park Road, Hindley, Wigan, Lancashire, UK. WN2 3RY  
  
8 'O' Levels –  
All grade 'C' and above including Computer Studies, Maths and English

## **Professional Experience:** *(see also separate Career Profile document or personal website)*

### **October 2004 to Present: Insider Technologies Limited (ITL)**

Spinnaker Court, Chandlers Point, 37 Broadway, Salford Quays, Manchester, UK. M50 2YR

**Website:** [www.insidertech.co.uk](http://www.insidertech.co.uk) (current website designer and author)

### **Position: Manager – Strategic Technical Initiatives, Certified PRINCE2 Practitioner, Agile, ITIL**

Currently employed as a project manager and pre-sales technical consultant at ITL. This role enables me to remain technically ‘hands-on’ for any issues or software initiatives that may arise for the company’s primary product set, namely the HP NonStop based banking products; RTLX Reactor (for BASE24 ATM and POS transaction monitoring), Reflex 80:20, Reflex ONE24 (for XPNET middleware) and more recently MultiBatch.

As part of my primary management role at ITL, I successfully headed up a team to deliver mainframe BASE24 ATM and point-of-sale monitoring software to HSBC bank in 2008. Prior to this implementation, I was heavily involved with the joint architects, Alliance & Leicester (now Santander) with the design, development and project management of the product.

Since ITL is a relatively small software house, this technical management role carries a wide range of responsibility including:

- Project management of the complete development life-cycle for new software product initiatives
- Providing technical assistance in support situations (both in-house and on-site), e.g. Athens, Riyadh
- Production of functional design documents and program specifications for any new or proposed HP NonStop developments
- Maintaining the *current* DotNetNuke company website which I completely redesigned and authored
- Continuing to play a key part in major sales bids in the UK and abroad for the ITL product suite
- Providing 24x7 technical support for; Bank of England, Royal Bank of Scotland and Euroclear (formerly CRESTCo) who provide settlement for 88% of the UK’s equities.
- Providing support for the Thales e-Security products; Security Resource Manager (SRM) which runs on the HP NonStop platform and both SafeSign Authentication and SafeSign Management Server which run on Windows and Unix platforms. These products provide for the request and response of Cryptographic functions (e.g. MACcing, Random Number Generation, PKI verification) to an attached banking application.

This position has also to date, involved the research, design and eventual programmatic integration of ITL products with other strategic third-party applications. These include; ACI Worldwide leading payments application BASE24 (via the NET24/XPNET layer), Insession (now part of ACI) communications software ICE and the enterprise management solutions HP Operations Center (formerly HP OpenView Operations), Boole and Babbage COMMAND/POST (now part of BMC Performance Manager) and IBM Tivoli.

With the latter integration projects, I was also assigned to manage the tasks required to achieve a certified status for the solutions provided by ITL and producing supporting user documentation. I have also project managed and provided technical input for the creation of a new ITL product called XPERT24. This enables monitoring of BASE24 transaction switch interchanges (approval/denial rates) as well as the states, rates and queues currently recorded against ATM and POS networks.

I have represented ITL at the EMEA BASE24 User Group (EBUG) in Madrid, Prague, Vienna, Istanbul, Malta, Budapest and Edinburgh and given presentations for the ITL BASE24 enabled HP NonStop monitoring products as part of the EBUG technical track sessions. I have also attended the San Jose Tandem User Group (ITUG 2003), the Southern African Tandem User Group (SATUG 1999, 2008) and written an article for the British Isles Tandem User Group (BITUG) Newsletter on approaches to HP NonStop enterprise management. I have also studied the PRINCE2 management methodology to aid in my role as an IT project manager at ITL. I am now a PRINCE2 Practitioner (as of May 2011).

**February 1998 to October 2004: Insider Technologies Limited (ITL)**

Salford Quays, Manchester, UK.

**Position: Manager – ITL Operations Products**

Product Manager assigned to project manage the complete development life-cycle for 4 software products, 2 HP NonStop based and 2 Microsoft Windows based. This software has its main focus in the systems management, automation and SLA monitoring of critical path applications running on HP NonStop systems at major financial and telecommunications institutions around the world.

These products are developed by ITL and their ongoing research, design and delivery make up the primary, day-to-day role of a product manager at ITL, with any issues being reported directly to the Operations Director. This role involves the project management of each development phase of the products and the use of Microsoft Project for Gantt chart tracking progress and reporting status. It is also the responsibility of the product manager to provide technical guidance and leadership to assigned team members.

Development teams are typically made up of between 6 – 8 technical staff responsible for both HP NonStop and Windows development. The product manager is tasked with ensuring that the resulting software meets the original terms of reference as specified by the client or the ITL in-house technical design team. This is carried out in accordance with the ISO9001:2000 (now 2008) and TickIT quality standard which necessitates the production of the appropriate paper trails to document work carried out. All product managers at ITL are accountable for each development area and are subject to internal and external company audits.

**Other tasks include:**

**Consultancy** – Ongoing input to marketing and pre-sales activities for major bids and also existing accounts to ascertain the path forward for ITL products. This has involved a trip to South Africa to promote interest in ITL products and several visits to London and Europe. As part of an in-house consultancy team, helped extend a new ITL HP NonStop reports suite using Seagate Crystal Reports and corresponding Microsoft SQL stored procedures.

**Training and Demonstrations** – The provision of technical training to customers and staff both in-house and at customer site. Assisting the marketing division with product demonstrations to potential clients as well as participating in major, HP NonStop related technical conferences including San Jose ITUG and the BASE24 EBUG.

**Helpdesk support** – Interfacing to the ITL helpdesk to aid their handling of customer queries and problems relating to previous releases of ITL products. This requires the assigning of live software problems encountered on client sites to appropriate ITL staff and the update of current project plans to reflect impact to ongoing, in-house developments.

**Live Product Support** – Providing 7x24 cover for major clients who make use of ITL software as part of their system management strategy.

**August 1995 to February 1998: Insider Technologies Limited (ITL)**

Salford Quays, Manchester, UK.

**Position: Senior Development Engineer**

Recruited as a senior HP NonStop developer to aid in the team leading of a number of staff responsible for adding new functionality to an existing ITL software product.

In 1997, placed at CRESTCo (now Euroclear) in London for 3-months (contracted out as a consultant by Insider Technologies Limited) producing volume testing and performance benchmarking software. This software was used to test the performance of the CRESTCo stock settlement application on newly installed S7000 G series HP NonStop systems (first delivered in the UK). The results were then compared against the live K series systems (previous HP NonStop platform evolution) running the same settlement application.

## **September 1990 to August 1995: Deluxe Data International Operations**

Wingate House, Northway, Runcorn, Cheshire, UK. WA7 2SX

(formerly The Software Partnership, now FIS - Fidelity National Information Services, Warrington, UK)

**Website:** [www.fidelityinfoservices.com](http://www.fidelityinfoservices.com)

### **Position: Lead Analyst Programmer**

Involved in developing Electronic Banking software subsequently installed at a number of major banks allowing corporate customers to obtain information about their various accounts and make payments electronically using a PC.

#### **Tasks included:**

**Software Development** – Designing, coding and testing software for subsequent release for system integration testing. On assignment at Knutsford, Cheshire to provide development and maintenance for an Electronic Banking application written by Deluxe Data for Barclays bank.

**On-site Development** – Designed, coded and implemented a billing system for an electronic banking application in Poole, Dorset at Barclays bank.

**Customer Support** – Dealing with incidents and general maintenance of electronic banking software and telephone voice response software. In-house and on-site support requiring occasional trips abroad for accounts with European customers.

**Acceptance Testing** – Responsible for demonstrations the systems administration software to customers whilst testing this area of the electronic banking system in accordance with prepared test scripts.

### **IT Skills:**

#### **Programming Languages:**

TAL, TACL, C, C++, Java, COBOL85, SCOBOL (Screen COBOL), HP NonStop and Microsoft SQL  
Various HP NonStop Utilities – SCF, SPOOLCOM, PATHWAY, FUP, TMF, INSPECT, EMS, XPNET etc.

#### **Operating Systems:**

HP NonStop (formerly Tandem Computers) K, S and J series running the Guardian operating system.  
Windows 2000, XP

#### **Other:**

PRINCE2 Practitioner, Agile - Scrum, ITIL, MS Project, MS Office, MS SQL Server, MS Visual Studio, NetObjects Fusion, DotNetNuke, MS Reporting Services, Seagate Crystal Reports, HTML and JavaScript, CrystalPoint OutsideView, MS SourceSafe, MS Outlook, Business Intelligence Reporting Tools (BIRT), Eclipse IDE, Google Android

Good communicative skills for conveying technical information to the business level of an organisation as well as the technical users.

Thorough understanding of the requirements of a software project lifecycle and the audit process having been employed by software houses that have sought and successfully attained the ISO9001 quality standard. Provided input to the Quality Manager on the required content of some of the key documents that make-up part of this standard.

## **Professional Training:**

### **Management and Sales:**

Jan 2012	ITIL V3 Foundation Course	e-Learning
May 2011	Agile Training – Scrum	(RADTAC, In-House, ITL)
Jun 2010	PRINCE2 Practitioner Course	(ILX Group, e-Learning)
May 2010	PRINCE2 Foundation Course	(ILX Group, e-Learning)
May 2009	Website Prominence & Visibility	(gbdirect, iTrain – London)
May 2009	Writing for the Web	(gbdirect, iTrain – London)
Apr 2006	Designing Good Marketing Brochures	(Skillpath Seminars - Manchester)
Nov 2005	PRINCE2 Foundation	(Correspondence – current)
Feb 2005	Web Services and SOA	(Insider Technologies Limited)
Feb 2001	Sales & Marketing	(In-House - OutSource)
May 2000	Microsoft Project '98	(IIL UK Education Centre)
Feb 1999	Successful Project Management	(Skillpath Seminars - Manchester)
Oct 1998	Managing Multiple Projects, Objectives and Deadlines	(Skillpath Seminars - Manchester)

### **Technical:**

July 2011	Android Programming using the Eclipse IDE	e-Learning
June 2011	Java Programming using the Eclipse IDE	e-Learning
Nov 2009	Business Intelligence Reporting Tools (BIRT)	(In-House - Insider Technologies Limited)
Jul 2009	Thales HP NonStop Security Resource Module, HSM8000 / PayShield Gateway	(In-House - Insider Technologies Limited)
Mar 2009	Querying MS SQL with Transact SQL	(QA Training – Leeds)
Jan 2007	MS ASP Applications with Visual Studio	(Remarc – Leeds)
Mar 2006	Cryptography	(In-House – Thales – e-SECURITY)
Mar 2004	MultiBatch Product	(Insider Technologies Limited)
Mar 1997	C/C++ Programming	(Comtec Computer Training)
Nov 1995	Tandem TAL Programming	(HP NonStop UK Education Centre)
Jul 1995	Tandem Performance Analysis and Tuning	(HP NonStop UK Education Centre)
Jul 1995	VPS 7000/9000 Series VPS Application Development (VOS 4.3)	(Periphonics Voice Processing)
May 1993	Tandem Guardian Principles	(HP NonStop UK Education Centre)
Apr 1991	Tandem NonStop SQL	(The Software Partnership)
Apr 1991	Tandem Transaction Handlers	(The Software Partnership)