

Andrew D Foster

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Profile:

- Dog with a Bone: Knowing the right questions to ask and getting the answers everyone else is avoiding.
- I have a Dream: Visualising the Long Term Potentials and gearing the Short & Mid Term Requirements into those.
- High Quality: Delivering long shelf lives that maximises the most economical use of Time, Resources, Quality and Cost.
- Clever KISS: Specific, timely, factual information with no cognitive overload - Keeping It Stupidly Simple.
- Small-Fast-Reliable: High optimisation, rapid access and always accurate!

Key Achievements:

- Implemented an SQL database design (including intranet cloud front-end) through optimisation, normalisation (ETL) and redesign of existing information and system architecture in only 2.5 months (1 week early on an immovable deadline) - making the "building" of a client order over 200% quicker (from an average of 45 minutes to under 20 minutes) and 1/10 the original database size! This included integration into Sage and Sage CRM thus creating a direct relationship between the Sales and Accounts information for the Production team. Average interrogation / build time 15 seconds on over 7m records! (after defining the criteria via a web front-end). Lessons learned at EAC re-applied here - ALL data manipulation is performed via SQL Stored Procedures thus maintaining system and information integrity! Order turnaround is now "same day" where it was at 72+ hours previously.
- Passed TOGAF 9.1 with flying colours.
- Based on a previous robust System Design, easily integrated Call Logs and Webchats into the EAC CRM system, so that they are accessible from within to be viewed and listened to easily. Integrated Webchat information into the Call Centre system so that Users are logged in and out when accepting (up to a maximum of 3) Webchats.
- Implemented a new revenue stream for Communication Avenue whereby clients can pay an additional Gold or Silver premium to guarantee same day delivery. Now requires its own MI revenue report stream due to the additional volumes and revenue therein. Sales force said none of their clients would "go for it", I knew different!
- Improved SQL Stored Procedures and temp tables so that very large lists are now returned in under 1 second as opposed to several seconds previously. Extensive systems, information / data structure and architecture analysis prior to making the changes needed to be undertaken (an index update was not enough) including extensive ETL work to clean up said data from multiple sources.
- Solution, business, information analysis and final delivery of an online quote comparison system using asp / vbScript and SQL using a HTML and javascript driven front-end for household insurance, now generating over **£0.5m p/m**.
- Within 2 days, had found, verified and rectified an error on a 3rd party CMS that had stalled the programme for over 3 months and had cost dearly in terms of programme / project creep.
- Designed and wrote the technical specification for Towergate Northern. Project managed the development of said system that has gone on to generate over **£2.2M GWP pa** and the resulting document became the binder for that business.
- Achieved **£1.5m profit** for Towergate Lifestyle from the initial business analysis and solution design through to implementation and development of their online web presence using asp / vbScript and SQL using a HTML and javascript driven front-end.
- Received personal thanks from the **Canon UK** sales director for analysing, designing and implementing their online Incentive Scheme assessment programme system using asp / vbScript and SQL including data uploads from various formats.
- Helped win a **£2M contract** by analysing, designing and writing the systems' technical specification - that became the backbone of the proposal - for the **Argos** online loyalty scheme project ("The Hive").
- Increased administration efficiency by 50% significantly affecting administration costs by designing and developing software for **O2's** long-term online sales incentive scheme ("The City"). Coded mainly in Flash with an asp / vbScript wrapper / data presentation and SQL back-end.

- World Middleweight Silver Medal 2013 Tae Kwon-Do - Black Tag.
- British Middleweight Champion 2012 Tae Kwon-Do - Red Belt.

Core Skills:

Business:

Communication, Systems Solution Architecture / Structure design, Business Process / Integration, Optimisation, Analysis, Normalisation, Prioritising, Organising, Product / Project Management, Visualisation, SMART Objectives.

Technical:

TOGAF 9.1, SQL, MySQL (Design/SPs/Functions/Normalisation), ETL, Angularjs, HTML, CSS, Nodejs, VBA, asp, vbscript, C/C++, Javascript, Actionscript, (C#), PHP, Product Based Planning, Business, Information and Systems Analysis, (Technical) Specification Writing, Systems / Process Design, Agile developments, E-Commerce, OOP / OOD, Complete SDLC right through to Product Management.

Personal:

Inspirational, Decisive, Enthusiastic, Persuasive, Trouble-shooter, Approachable, Enjoys challenges, Thrill of the chase, good sense of (Northern) humour.

Career:

Mar 2017 – Present – Technical Consultancy to Start-Ups

Freelance

- Technical Specifications.
- Systems, Services and Data Design Solutions (SaaS RESTful APIs and Cloud Services).

Apr 2014 – Mar 2017 – roadtohealth Group Ltd

Head of Product and ICT

- Managing a local team of 4 and an offshore (changeable over time) team of 10.
- Hands-on POC development of the existing Health Risk Assessment program using the MEAN stack (MongoDb, Express, AngularJS, Node.js).
- Managing documentation, information and systems architecture to provide an API Library for 3rd party use of those same Quealth Q-Score acquisitions.
- Developed a behavioural change coaching programme system for managing one's health risks - intelligently leading individuals down their own automated but AI driven health plans.
- Developed ETL from Mongo to MySQL to provide faster MI, BI and KPIs (virtually impossible within MongoDb itself).
- Managed and maintained the legacy LAMP (Linux, Apache, MySQL, PHP) offerings for various companies including Capital One, Aviva, RGA and Axa (to mention a few).
- MS Office, Tableau, Sublime Text Editor, MongoDb, MySQL, node.js, Angularjs, javascript, HTML, Sparx Systems "Enterprise Architect", Adobe Photoshop, Dropbox, github/Smartgit, Robomongo, RSA Access Tokens, Tableau, Skype, RESTful APIs, jQuery.

Mar 2013 – Apr 2014 – Communication Avenue (was Phruit)

Head of ICT and Production

- Managing a team of 4 and hands-on product development in initial architecture, database and information design and then RAPID Interrogation of data thereof using HTML, javascript, asp / vbScript, CSS.
- Managing a team with 4 IT professionals and 3 consultants and hands-on development of optimisation of system hardware, data and information architecture and networks to aid in speed of data interrogation and acquisition (the core of the business) including extensive daily ETL data cleansing and normalisation from multiple external sources.
- FPOC for Directors re new business integration and data De-Duplication and Normalisation etc.
- Managing the team in prioritising work flow, delivery of client orders and development schedule.
- Liaising with sales team, prioritising and re-educating as necessary re what the Production team can do, provide and agreeing timescales etc.
- Adding to the new system to cater for the ever changing needs of the business.
- MS Office, MS Enterprise Manager, Editplus Text Editor, Adobe Photoshop, Dropbox, Sage Accounts, Sage CRM, Skype, HTML, ASP/vbScript, RESTful APIs, MS SQL Stored Procedures and Triggers, javascript, HTML.

Jun 2011 – Jan 2013 – Elderly Accommodation Counsel

Technical Solution Architect - CRM / Case History Software

- Liaising with the BU to ensure CRM remains FFP.
- Developed CRM / Case History software using a VBA front-end and SQL back-end. All functionality is performed via SQL Stored Procedures to maintain system integrity.
- Includes C# assemblies that plug into SQL as Stored Procedures for tasks such as folder listings and email sending etc.
- Use of 3rd party plug-ins such as HTML-Editor, Fast-Reports PDF generation, iGrid Listboxes, ChillKat etc.
- MS Office, MS Enterprise Manager, Editplus Text Editor, Adobe Photoshop, Dropbox, MS Access VBA/vbScript, Skype, MS SQL Stored Procedures and Triggers, C# dlls.

Apr 2011 – April 2012 – Order-Point.biz

Technical Architect and E-Commerce Sales Manager

- Online sales manager: Stats, RTMs, ROIs, SEO, PPC, Content Management – absolutely everything re sales online including handling orders and queries.
- Added to the functionality of the web pages using PHP, JQuery, RESTful APIs, MySQL, HTML and javascript driven front-end.
- Integration into the Sage Online Payment system.
- MS Office, Editplus Text Editor, Skype, HTML, javascript, PHP, MySQL.

Apr 2009 – Apr 2011 – Contracting at Towergate Partnership / Paymentsshield

E-Commerce Analysis, Development and Product Management

- Continuation of E-Commerce Product Manager role.
- Analysis of online requirements, further enhancements, new scheme builds and further complex statistical data, business and information gathering and analysis.
- Continuing online development using ASP, VBScript, JQuery, RESTful APIs, SQL, Javascript, HTML, CSS.
- MS Office, MS Enterprise Manager, Editplus Text Editor.

Feb 2008 – Apr 2009 - Towergate Partnership

MI & Technical Systems Consultant

- E-Commerce monthly statistics and analysis (varying business models make this a challenge in comparing performance across the whole of Towergate).
- Analysed the requirements, designed, wrote and maintained the e-commerce team's stop-gap solution for online Customer Management (CMS).
- Technical analysis, trouble-shooting and systems and information design / process flow consultation – specifically e-commerce / web but this inevitably involves back-office integration and optimisation.
- Designed and implemented an online Change Requests (All Start Here) logging system (called CRASH) written in asp / vbscript, SQL, Javascript, HTML, CSS.
- Taken on as Self Employed IT Consultant May 2009 – continuing SDLC / UAT using ASP, vbScript, SQL, Javascript, HTML, CSS.
- MS Office, MS Enterprise Manager, Editplus Text Editor, ETL of multiple and numerous offline rating tables for online use and data cleansing.

Feb 2007 – Feb 2008 - Towergate Partnership

Business Development Manager

- Analysing current systems and providing solutions for new and changes to existing systems.
- Implementing new / updated systems using central pool of developers.
- Updating business processes, front to back office systems, process efficiency, cutting costs, telesales crib sheets, evaluating and prioritising cold, warm and hot leads, identifying high profit channels, sales tracking for ROI purposes, e-commerce, information analysis to provide the best solution.
- MS Office, MS Enterprise Manager, Editplus Text Editor.

Jan 2006 – Feb 2007 - Towergate Partnership

Regional E-Commerce Product Manager

- FPOC for e-commerce solutions including online activity, back-office systems processes. Strongly involved in SDLC / UAT tasks and pushing online profitability.
- Producing analysis reports, technical systems solutions, information and designs, business

procedures and project managing development of online .Net products - up to 10 people at a time, liaising between various departments to ensure profitable releases.

- Improving market exposure and generating interest using various techniques (e-commerce channels, viral campaigns, telesales etc.).
- MS Office, MS Enterprise Manager, Editplus Text Editor, ASP, vbScript.

Jan 2004 – Jan 2006 - Towergate Lifestyle (Towergate Partnership)

Product Manager / Internet Specialist

- Liaising between the “developers” and the “business” (different teams for different products). Analysis, technical design and development of extremely complex financial quotation systems that had to comply with FSA and be accurate 100% of the time.
- Analysis, feasibility, through design, UAT and QA to final sign-off and change control post sign-off.
- Managing the configuration, specification, information / data flow design, development and maintenance of the online quotation systems.

Sep 2003 – Dec 2003 - NHS Sheffield Care Trust

SQL / VB / VBA Programmer

- 2 months temporary to get their current team back up to speed re existing projects. First commercial experience of VB / VBA and MS Access connecting to an SQL back-end.
- Various ASP / vbScript / Javascript / HTML / SQL Web reports from the Mental Health Systems.

Mar 2001 – Aug 2003 - Vantage Technologies

Senior Solutions Consultant

- Responsible for 10 designers and developers of varying skill levels – mentoring when needed.
- Developed an off-the-shelf CMS system called “Planet-X” capable of handling various kinds of data presentation. Written in Asp / vbScript with an SQL back-end. Also included Flash portals for additional aesthetic value.
- “Solutions Sales” focused, analysing and designing Online Systems for major corporate clients such as Pfizer, Canon UK, Argos, NFT, O2, BP, Blockbuster Video, Thomas Cook. Responsible for managing and directing work scheduling post design sign-off for a team of twenty web designers and coders.
- Account Management (Customer Retention and Reselling), advising customers on feasibility through correctly ascertaining their requirements (analysis), creating system structures and designs, written proposals and technical specifications for work including timescales, resources, proposed life-spans / shelf life, overall expenditure and projected ROIs.

Dec 1999 – Mar 2001 - Rebus E-Business

Senior Analyst

- Research and development of WorldviewPortal : concept allowing for increased productivity by having common applications email, calendar etc. on one portal Web page (hence available anywhere).
- Supervision of 5 programmers, designing systems, setting work priorities and ensuring projects are delivered on time and to budget.
- Main developments were using C++ COM Objects that generated a HTML front end.

Sep 1997 – Dec 1999 - Allied Domecq Retailing

Analysis & Support Manager

- E-Commerce department to facilitate quicker and more efficient processes for this large pub retailing organisation, EDI – moving towards complete online transactional operation, working with TRADACOMS and EDIFACT standards.
- Led “Electronic Refused Direct Debit” project that increased efficiency of returns by 3 days and released 2 man-days per week.

1992 – Jul 1997

Full-time Student

- Undertaking various further education courses to gain IT qualifications.

1989 - 1992

Jobbing Bricklayer

Construction Sites

1986 - 1989

Receipts & Despatch Clerk

Sheffield Assay Office

Training & Education:

2016 – TOGAF 9.1 Certified (68.75%)
2007 – PRINCE2 Practitioner - P2R/227592.
2007 – PRINCE2 Foundation - P2R/227592 (examination grade: 88%).
2004 – BSc. Psychology (on hold, was averaging 73.5%) – Open University.
2003 – National Open College Network – German Level 1.
1999 – IPD - Time & Self Management.
1997 - BSc. (Hons) Computer Science – University of Southampton.
1994 - BTEC ND Computer Studies (10 Distinctions + 5 Merits).
1993 - City & Guilds of London Institute 953 Pascal Programming (examination grade: 100%).
1993 - University of Oxford Young Enterprise Europe (Distinction).
1992 - RSA Advanced Diploma in IT (Business Admin. levels I-III).
1986 – GCE/CSE Eleven subjects including English, Mathematics, French, Physics, Tech. Drawing, Art.

Patent Pending:

Ref: GB1603873.9 “Guitar Hanger”

Interests & Pastimes:

Various R&D, Motor sports (Rally especially), Tae Kwon-Do, Climbing, Cycling (MTB), Snowboarding (Instructor), Windsurfing, Surfing, Golf, Scuba Diving (PADI Advanced Open Water), Airbrushing / Fine Art, Reading (Self Actualisation / Self Help / Sci-Fi / Fantasy), Travelling, Movies.