

Amir Kamal

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Personal Profile

Date of Birth: 24th May 1978
Health: Good

Marital Status: Single
Nationality: British

A highly motivated, results focused, **Senior .Net Developer** with 2 years experience building .net applications used in call centre and retail environments. Experienced in taking projects through the full life-cycle from requirements gathering to UAT to deployment and maintenance, and comfortable dealing with clients, I am a fast learner and able to get quickly up to speed with new technologies or in new environments. Now seeking a rewarding opportunity to make a successful impact in a customer focused team.

Experience

Languages		Technologies	
C#	2 years	Microsoft.Net v1.1	2 years
VB.Net	2 years	Microsoft.Net v2.0	18 months
T/SQL	4 years	ASP.Net	2 years
HTML/CSS	10 years	ADO.Net	2 years
Javascript/ECMAScript	10 years	SQL Server 2k/2k5	4 years
PHP	6 months	SOAP Web Services	6 months

Tools		Concepts	
Visual Studio 2k3/2k5	2 years	Globalisation/Localisation	18 months
SourceGear SourceVault	2 years	Object Oriented Design	18 months
FogBugz Bug Tracking	2 years	n-Tier Design	18 months
Nunit	18 months	Design Patterns	6 months

Key Achievements

- Automated generation of scheduled job tickets, simplifying user involvement and saving the business four man days a month
- Obtained a 300% performance improvement in a SQL database running a call centre system by reworking indexes, reporting queries and triggers
- Implemented a system enabling clients to interact with business workflow to a very tight deadline after an outsourced project failed to deliver, enabling the company to meet client commitments.

Employment History

Atrium Group, May 2002 – Present

A group of several companies providing maintenance management services to a number of retail chains including John Lewis Partnership , Waitrose, Tesco UK, Tesco Hungary and Auchan France.

Senior Developer (January 2006 – Present)

- Re-developed in store touch screen application, improving user experience, adding functionality, and ensuring cross-browser support
 - ▶ Responsible for all aspects, from requirements gathering to UAT to maintenance and updates
 - ▶ Introduced Object Oriented, n-Tier Design to improve maintainability
 - ▶ Used ATLAS AJAX to improve performance and provide more friendly and responsive UI
 - ▶ Improved Globalisation allowing extensible, per client, per language customisation via a SQL database
 - ▶ Built using ASP.Net 2.0, C#, T/SQL, Javascript, XHTML, CSS
 - ▶ Deployed to John Lewis Partnership, Auchan France
- Developed a job logging system to for a call centre on a client site in France
 - ▶ Responsible for all aspects, from requirements gathering to UAT to maintenance and update
 - ▶ Included support for both English and French Language users
 - ▶ Built using ASP.Net 1.1, C#, T/SQL, Javascript, HTML, CSS, Object Oriented Design
 - ▶ Deployed to Auchan France
- Developed a system enabling field engineers to receive and update job via Blackberry PDAs
 - ▶ Responsible for all aspects, from requirements gathering to UAT to maintenance and update
 - ▶ Worked within the limitations of the Blackberry browser while still providing an easy to use interface
 - ▶ Built using ASP.Net 1.1, VB.Net, T/SQL, HTML 4.1
 - ▶ Deployed to Tesco Express
- Developed several other small applications
- Played a role in identifying ways to improve business efficiency and customer service
- Acted as the initial point of contact with the business for new requirements
- Oversaw a three person development team of varying experience
- Responsible for making the final call on technical decisions.
- Involved in recruitment of additional development staff

Developer (June 2005 – January 2006)

- Developed touch screen front end to existing call centre database (SQL 2000) enabling external clients to interact with workflow and purchasing
 - ▶ Responsible for all aspects from requirements gathering to UAT to maintenance and updates
 - ▶ Delivered initial release to client less than eight weeks after project start
 - ▶ Included support for both English and French Language users
 - ▶ Utilised ASP.Net 1.1, VB.Net, T/SQL, XML, Javascript, HTML, CSS
 - ▶ Initially developed for John Lewis Partnership, later also deployed to Waitrose and Auchan France
- Setup source control and bug tracking systems
- Instigated QA and release procedures

Group Senior Support Analyst & Team Leader (August 2003 – June 2005)

- Responsible for mentoring and day-to-day management of a 7 person support team
- Designed and implemented WAN links between three remote sites
- Designed and implemented Citrix Metaframe Thin Client Call Centre Environment
- Installed and configured Blackberry Enterprise Server
- SQL 2000 DBA duties
- Deployed and customised of PHP Helpdesk system and departmental intranet

3rd Line Support Analyst for Maintenance One (January 2003 – August 2003)

- Responsible for support of VIP users and resolving issues referred from 2nd line team
- Active Directory and Linux integration and administration

- Involved in planning and deployment of 'Call Centre in a Box' for Tesco Hungary
- Involved in project to relocate the main server room

On-site Support Analyst for Turnstone Colbrook (May 2002 – January 2003)

- Solely responsible for all on-site IT requirements
- Planned and deployed centralised File Storage, Anti-Virus and backups
- Implemented disaster recovery plan.
- Developed company web site

Getronics, October 2000 – April 2002

2nd Line Support Analyst/Administrator (Abbey National contract)

- Automated user creation/deletion process
- Administered and troubleshot of Active Directory, NT Domain and Exchange problems
- Provided desktop application support to 14,000 across 100 sites
- Maintained departmental intranet site

Shanks Waste Solutions, July 1999 – October 2000

Support Technician

- Provided 1st/2nd line support 400 users across 20+ sites

Education

University Of Westminster 1996 – 1999

- LLB Law

Kingsbrook School 1989 – 1996

- **3 A Levels:** Economics, Maths, History
- **9 GCSEs:** Including Maths, Science, Design & Communication
- **DVE:** Business Studies

Interests

Music

Motorsport

Film

Car Tuning

Socialising with friends

Reading