

# Ian Devlin

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## Personal Statement

An experienced web and software developer with project management abilities, I bring a highly useful combination of competent technical ability and communication skills that will be of benefit to any development team.

## Key Skills

- Development in Java, C, MySql, JavaScript, ASP.NET, VB.NET, HTML, HTML5, XHTML, CSS, XML, and PHP
- Management of IT projects
- Experience with both Apache and MySql
- Full technical documentation for design and testing, using Word, Excel and Visio
- Experience with sockets, TCP/IP and UDP
- Customer interaction and consultancy
- Experience of working within an ISO 9001 quality assurance environment
- Development in both Windows and Unix environments
- Web graphic design with Photoshop
- IVR design and development, in both DTMF (touch-tone) and speech recognition
- Interfacing with SS#7 protocols INAP and ISUP, and DPNSS
- Basic German and Spanish

## Career History

Dec 2008 – Present

### **Web Application Developer** – Information Transfer LLP

Developing web-based eLearning services and products. Specifying and planning new features, developing web applications in ASP.NET (C# and VB) and SQL Server, customer support and web product maintenance and bug fixing.

Jul 2007 – Nov 2008: Left this role due to redundancy

### **Consultant** – Sagentia Ltd.

Working within the Managed Services team in conjunction with Vodafone on M-PESA (an innovative mobile payment solution that enables customers to complete simple financial transactions by mobile phone)

- Managing operational support requests, ensuring that customer requests for changes are logged and processed

- Working as part of the QA test team, writing test specifications and test cases for new product features from existing functional specifications
- Generating weekly reports for distribution to customers
- Part of 24/7 on-call team dealing with and co-ordinating resolutions to customer support issues

Jan 2007 – May 2007: Left this role due to redundancy

**IVR/Project Manager** – Play to Win TV Ltd.

- Managing IT projects: TV studio move – reconnecting of equipment, outside contractor to create website
- Managing the IVR related hardware within the TV studio
- Supporting office IT infrastructure and PC support

Jan 2005 – Jan 2007: Left this role for a different challenge

**Web Developer** – Jagex Ltd.

Developing web modules to support the MMORPG RuneScape. These modules were written in core Java using a combination of HTML, CSS, JavaScript, MySql and an in-house PHP-like language. Sole developer on:

- news module to allow the posting and display of news items on the main site
- create module to enable users to create new accounts. This module had to maintain a copy of all user names in memory to quick checking on creation.
- offence system which consisted of 3 separate modules which was used to punish wayward game players by adding offences to their accounts and automatically issuing punishments.

December 2004: This was a one-month contract

**Senior Consultant** – Tangent Telecom Ltd.

Short-term contract to meet with client and produce a detailed specification of a DTMF (touch-tone) application that they were interested in developing.

July 1998 – July 2004: Left this role due to redundancy

**Senior Software Engineer** – Vocalis/Fluency Voice Technology Ltd.

Design and development of IVR (both touch-tone and speech recognition) solutions in C, Java and Envoy, to telecom and utility companies. This role also involved customer site visits for both requirements gathering meetings and also system installation. Developing and supporting Vocalis' signalling platform which supported SS#7 protocols such as INAP, ISUP as well as DPNSS.

## **Education**

2001 – A Grade in GCSE German evening class

1998 – BSc (Hons 2.2) in Computer Systems – University of Limerick

1994 – Irish Leaving Certificate (A-Levels) – 5 honours

**References**

References available on request.