

RAZ EVA ROSE RAHIM

LinkedIn profile: <http://www.linkedin.com/in/razrahim>

Profile

I am a highly qualified, dedicated Senior Technical Consultant with impressive team leadership, managerial and consultancy skills. My main strengths are technical team management, implementation consultancy, clients servicing, requirements analysis, troubleshooting and problem solving, hands-on programming, and database administration. With a vast experience of project concept to completion, I am a very result-driven creative professional offering both technical, people and client services skills. I am constantly on the look of latest technology and applying it to my work.

My years of programming experience – mainly in ASP.NET C#, MSSQL, Data Modelling, OOD, LINQ, TDD and Unit Testing – have vastly helped me lead development team to deliver online projects within web and software development lifecycle and to exact business and technical requirements. I have pioneered development, version control systems (using SourceSafe, TFS, Subversion, and Git), QA & testing processes across disparate teams and locations (in particular when working for Monster.co.uk). I have also used project management skills in delivering projects using PRINCE2, with a good knowledge of Agile and UML.

Career and Achievements

Jan 2011 – to date

Demand Media, London

Technical Support Engineer/Consultant

Listed on the New York Stock Exchange (NYSE) in March 2011, Demand Media (formerly known as Pluck) offers online social solutions via Software As A Service (SAAS) architecture to big enterprises such as Sky, Microsoft, The Times Online, Boots, BMJ Group, Best Buy, Financial Times, Game and many others in order to empower and engage their online communities, via the use of social media API/SDK written in .NET, JavaScript, Java, PHP and Objective-C. My primary role is to provide deep technical support and implementation consultation to customers primarily based in the UK and the European regions. I also actively support sales teams in all aspects of technical requirements, architecture and delivery.

I work very closely with the core technical team based in Austin, Texas on daily basis for all issues reported by clients not only in the Europe, but also all over the US and Australia. To integrate disparate working environment and time differences, I collaboratively use Subversion, Git, NAnt, together with Python scripts for continuous build integration.

Dec 2010

Tate & Lyle Sugars, London

SharePoint & .NET Developer (Contract)

Support SharePoint 2007 users worldwide by working via BMC Remedy system – support tasks include managing user permissions, troubleshooting scheduled tasks that integrate with BizTalk 2006, and fixing issues with Web parts.

Travel to Decatur, Illinois for one week to work with the Web & non-SAP applications team to better understand the disparate legacy systems that Tate & Lyle has in place. This also includes managing database servers by working together with the infrastructure team.

Responsible for upgrading PartnerNet – bespoke extranet for grain vendors – that is developed in Microsoft Content Management Server (MCMS 2001) to fully featured ASP.NET solutions.

Nov 2010

Lawn Tennis Association, London

EPiServer Developer (Contract)

Upgrade LTA corporate website from EPiServer CMS 5 to CMS 6, with Composer 4. I also work on architecting the website by restructuring the Visual Studio projects into n-tier application architecture. Other work involves upgrading the database server from MSSQL 2005 to MSSQL 2008.

Aside from the public website, I also help build the intranet site (from CMS 5 to CMS 6), by rewriting some business components into the solution. The work involves on integrating with Active Directory users throughout the UK.

Senior Application Developer / Development Consultant

I work on the O2 Sales website which comprises of more than 20 separate B2B applications (ASP.NET C# 3.5, SQL 2005, AJAX and partly MVC, LINQ to Entity, LINQ to SQL, XAML and Silverlight). My responsibilities include:

- 60% hands-on programming, 30% implementation consulting and 10% research & development such as writing white paper about Community Portal and Social Networking. Also involved in SLA and client/technical partner relationships working together with Account Directors.
- Technical input prior to initiation and scoping stages, including integration with RedDot and EPiServer.
- Active technical support to applications including ad-hoc reporting and re-factoring automated jobs.
- Collaborate with test team to improve application performance (including portable devices), coding quality based on de-facto standards, and accessibility guidelines.
- Lead and implement migration project on upgrading SQL2000 SQL 2008 platform, with a number of SSIS packages written.

As part of my daily job routine, I have been heavily involved as a DBA on Relational Data Modelling, database tuning, optimisation, mirroring, SSIS and server security (SQL2000 to SQL2008). I have also acquired SharePoint 2007, MOSS, and Silverlight skills for Rufus Leonard intranet site. This also leads to MVC 2 with ADO.NET Entity Framework 4.

I am the chief developer for the Identity & Passport Services (IPS) intranet application – Brightsparks – which deploys .NET 3.5, SQL2000, Enterprise Libraries, AJAX and jQuery, including Visual Studio Unit Testing and NUnit. The project includes writing technical and functional specification, information architecture and documentation.

Other clients include the Association of Investment Companies (AIC), Canary Wharf Group (CWG) – the use of NHibernate, Nunit and TeamCity – and Department of International Development (DFID) – all of which are EPiServer CMS and custom ASP.NET projects, of minimum budget around £100,000. In particular with AIC, I have successfully integrated WebTrends OnDemand with EPiServer CMS, together with the use of jQuery and AJAX to implement auto-suggest search.

I successfully integrated Magento eCommerce product (PHP/MySQL) with EPiServer CMS (.NET/SQL Server), with single sign on feature and via linked servers for Monocle project, a high-market magazine company.

I also gain a very competitive knowledge in Microsoft server products such as Active Directory, Windows 2008, and Search Server, by working closely with internal network team and external contractors.

Apr 2006 – Aug 2007**Technical Lead**

I lead and ensure all development processes and standards are closely followed by in-house developers and contractors. My responsibilities include:

- 70% hands-on programming – lead ASP.NET programmer for Hasbro games website (valued £100k) and NFLUK.com (valued £60k) – and 30% team leading, training and implementation consultancy.
- Technical direction of development team including the implementation, deployment and continuous support of version control system using Subversion on Windows servers.
- Technical project management for big projects (£50k plus) such as Motorola (virtual reality applications with Advanced Flash, XML and SQL Server), Orange Rewards web sites (with CMS), NFLUK.com and Carlton Screen Advertising.
- Pioneered the transition of PHP and ASP websites to ASP.NET C# websites in load-balanced server environments.
- Directly involved in new business pitches together with Managing Director, Commercial Director and Sales Director.
- Work hand-in-hand with Creative and Interactive designers and developers in tackling issues such as user interfaces, accessibility and integration with back-end systems.

Jun 2002 – Apr 2006**Interactive Technical Manager**

Monster Worldwide is divided into 2 business divisions – Monster and Advertising & Communications (Adcomms). My role sits within Interactive Adcomms – a department responsible for delivering interactive custom solutions. I work

with producers and client services in providing technical solutions to their strategies, which include client meetings. From there, I brief details to developers, with hands-on work if needed – chiefly involves ASP.NET C#, ASP, SQL Server, Flash with ActionScripting and IIS.

Development, QA & Delivery for Custom Projects:

- Oversee development process, devise and maintain programming standards across developers in the UK and the European regions – with the use of Tracker and Perforce.
- Pioneered the use of HTML wireframes as part of project development and QA process.
- Successfully delivered HBOS online recruitment project (valued at £160k) with SAP integration. Also delivered online forums and polls for Barnet & Chase NHS Trust.
- Programmed and built BARCAP online Flash presentation (with ActionScripting, XML and ASP) to be used by BARCAP employees worldwide (project value is £30k from overall project of £150k)

Product Development & Management:

- Campaign Microsites – worked with producer to scope out complete product portfolio, development and delivery process, technical requirements and support.
- NHS/LG Product – online recruitment product for NHS and Local Government clients. I was involved from initial ideas, requirements gathering, to development, delivery, support and upgrades.
- Online Survey – worked with R&D for delivery of templated online surveys with custom branding.
- Banners – worked with creative team and agreed implementation process.

Technical Consultancy & Project Management:

- Provide strategic technical consultancy at sales meetings and scope-of-work meetings with clients. Managed to get the client (LB Enfield) agreed on £3000 extra on the same day during product demo.
- Delivered viral HTML email project for Unilever (“Food for Life” campaign) for distribution to 30,000 employees worldwide via intranet. Client commissioned the second run of this due to the success.

Pre-Sales, Support & Maintenance:

- Help new business teams with sales pitches and presentations, which usually involves high value projects (in the region of minimum £50k) – example, Met Police & HBOS.
- Support dedicated online media team for media ad campaigns, technical troubleshooting, campaign management, and search engine marketing.
- Support administrative and configuration work on hardware, web servers and architecture. Also produced SLA and hosting agreement.

Managerial:

- Manage 3 FE programmers, 2 BE developers and 2 creative designers in the UK.
- Maintain excellent working relationships with database application developers based in Prague.
- Identify team core skill sets and recruit new team members.
- Identify and traffic programming and interactive resources per incoming projects.

Supplier Relationships:

- Identify and select suppliers for site auditing, QA & testing process.
- Work together with London Connect and NHS Careers teams for Monster product integrations.
- Install, configure and maintain third-party web-based reporting service – DeepMetrix LiveStats.

May 2000 – Dec 2001

Trazztech, London

Business Owner/Director

I set-up and operated this business while completing my MSc IT Consultancy. My experiences include:

- Delivered project-based consultancy involving all aspects of winning and completing web projects.
- Secured high profile projects through strong networking abilities, including Regents College, London; developed web sites for each of the five colleges, incorporating a level of ‘individualised standardisation’, resulting in excellent client feedback.
- Undertook further project for the LYC London members club, incorporating an online database membership and newsletter; received positive feedback and included full training on bespoke CMS to non-technical staff.
- Utilised programming skills in ASP, PHP, DHTML, CSS and database applications (SQL Server and MySQL). Also used creative and multimedia skills in Macromedia and Adobe suites.

Systems Programmer

- Managed the configuration and maintenance of the IT network for various departments across the UK and Malaysia-based Head Office.
- Liaised extensively with external contractors for systems development and provided PC and IBM terminal support and troubleshooting, resolving promptly to ensure minimum disruption.
- Built intranet for international use by all company staff to offer up to date information, news and a sense of community.

IT Skills

ASP.Net C# and VB, ASP, PHP, AJAX, JQuery

- MS SQL Server 2005+, MySQL
- EpiServer CMS, Sharepoint 2007, MOSS
- Subversion, Visual Source Safe, TeamCity
- Visual Studio 2005+
- HTML 4 & 5 (including designs towards accessibility and usability based on W3C), DHTML, XML
- IIS, Active Directory, DNS, Apache
- Windows servers, Linux
- IBM OS400, RPG III/ILE, CL400, SQL400

Education

2000 – 2001

London Guildhall University

MSc IT Consultancy (Distinction)

1995 – 1998

Bath University & Malaysia

BSc Computer Science & Computer Information Systems (2.1)

1993 – 1995

MARA Institute of Technology, Malaysia

26 A Level points

Additional Information

Completed EpiServer certification in 2009

Passed PRINCE2 Foundation

Date of Birth – 1 March 1975

Nationality – Malaysian, Permanent British Resident

Languages – Fluent English and Malay

References available on request