

Robin A. Rainton

Personal Details

Date Of Birth

15 January 1971

Nationality

Dual British/Australian

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Skills Summary

Industries

Telecommunications	10 years
Kenan/Arbor	9 years
Internet Service Provision	1 years
Banking	2.5 years
Process Control	2 years
E-Commerce	6 months

Technologies

Sun Solaris

Oracle (SQL, PL/SQL, Pro*C)	8.5 years
C (inc. usual shell/make scripts, etc)	5.5 years
Perl (DBI)	3.5 years

Web Skills

Perl & C CGI, HTML, XML, XSL/FO, JavaScript, AJAX, J2EE, PHP, etc.	3 years
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Windows NT

Microsoft Office	9 years
Sybase PowerBuilder V6.0	7 months
Merant PVCS	2 months

Linux

Apache/PHP/MySQL	6 months
System Administration	1 year

VAX and Alpha VMS

VAX and DEC C	5 years
VAX Fortran	3.5 years
RDB (SQL and SQL services)	4 years
Oracle 6 (Pro*C)	6 months
DECset (MMS/CMS)	5 years
VAX COBOL, Pascal, Basic, ACMS	Some exposure

Recent Assignments

July 2008 – September 2009

Kenan Subject Matter Expert, AAPT, Sydney Australia

Client has numerous disparate billing systems with has long term goal of reducing IT overhead. A critical part of the planning is to decommission legacy mainframe billing system, migrating customers and services from there to an existing Kenan instance.

Produced and had input into numerous solution and technical documents as part of the planning phase of this project. Included working with the existing Kenan configuration team and authoring a Solution Design document with recommendations as to how to implement legacy products on the existing Kenan platform.

Technical skills were used to prototype and give guidance for various parts of the build phase. For example, produced code for conversion of CDRs from legacy extract format to that required by Kenan MPS system during migration, built prototype for DB2 to Oracle archival storage with web based retrieval system.

As planning phase of this project drew to a close and build began handed over all relevant design documents to appropriate teams and staff.

August 2004 – June 2008

Information Analyst, EDS, Sydney, Australia

Entered the account for a large telecoms client with existing Arbor/BP v9.1 billing system. The client's plans changed markedly throughout the life of this engagement but began with a wish to upgrade their system to Kenan/BP v11.0.

Produced or gave input on various documents for planned migration: Impact Assessment, Technical Solution Design, Detailed Test Plan, Test Cases, Migration Plan, etc. During some parts of this technical work such as analysis of existing code, configuration and data was required.

As work progressed the client redefined their chosen target application to Kenan/FX v11.5. Rework of the above documents and tasks was performed accordingly.

During this period, helped with general production support issues on current live system when time and needs dictated. Performed tuning on a variety of current live system modules. Greatly improved run times of various batch processes by re-work of SQL or other code in many cases.

When above tasks were completed, moved to another high profile telecoms account to work on their bespoke billing system. Web technologies are required to allow provisioning requests and outgoing information to be handled using SOAP/XML messages. As this is a VMS based system, the WASD web server product and Libxml2 library were utilised in the development effort to achieve this goal.

Took part in planning and development of other system components, along with building on the Web based foundation described above to simplify other tasks and provide other interfaces. Produced a number of prototype applications. Some in PHP or using AJAX technologies and running outside of VMS (e.g. Apache Tomcat) to demonstrate the potential of certain functions.

The client on this account also runs very large Kenan/Arbor system and had acquired C source code for their version of the core BIF module. Utilised skills in this area and development experience to perform enhancements there, putting in place accompanying BIF configuration. This work involved enabling BIF to produce XML bill data for target accounts (libxml2 was again utilised), changing existing bill formats, adding new usage templates and the like. As this work progressed move to work closely with the business and configuration teams to ensure a successful outcome here.

Post BIF development effort worked in-house with client in capacity of Kenan/Arbor Configuration Solution Designer to augment their in house configuration team. Usual analysis, documentation, build of specific projects was performed.

At various other times in this engagement, was called upon for pre-sales support as SME (Subject Matter Expert) in the Kenan/Arbor field. Brought technical expertise to pre-sales team, and as required gave input to presentations and also took part in delivery of these to the client on numerous occasions.

May 2004 - June 2004

Marine Expedition Volunteer, Coral Cay Conservation, Fiji

This was an unpaid, volunteer role. Coral Cay Conservation performs marine surveys in various locations worldwide with the aim of helping their project partners (in this case, Fiji Tourism and local resorts) pick outstanding sites and hopefully establish marine reserves therein. Took part in many such surveys over a period of nine weeks onsite, in the Mamanuca and Yasawa island groups.

November 2003 - April 2004

Lead Web Developer, Fastrak UK Ltd

Fastrak UK are a start-up organisation who are to specialise in race track events booking and hire. Their requirements are very briefly, to establish a full web

presence and e-commerce solution. Being given very little other direction, this role required much initiative, creativity and self management. Even more so, as this work was all performed off site via remote access.

Undertook what would traditionally be managerial work of arranging commercial hosting of this site and sub-contracting artwork and graphical content necessary.

Performed all manner of technical work including server administration (Linux setup on both production and development/backup box), setup of mail server with both secure web mail and secure POP/IMAP protocols for external clients, install and configuration of DBMS (MySQL), web server (Apache+PHP) install, configuration and log analysis.

The site produced was coded in PHP using a MySQL database for storage. Features include: user forum, calendar of events with secure, real time credit card processing during the booking stage, and online galley with shopping facility (again with real time card processing at checkout). An admin interface was also produced, allowing Fastrak management to configure events, galley and online store, troubleshoot any payment queries, perform refunds, cancellations, make manual bookings, and produce all manner of reports.

Brought all the above from concept to live, fully functional site, providing support during the initial live phase.

March 2003 – October 2003

Senior Developer, Tiscali UK, London, UK

Joined in effort to bring bespoke billing and customer care application, in final stage of development, into production environment. Added troubleshooting, business/process experience, advanced development and mentoring skills to existing team.

Said system handles telephony and Internet products and is able to bill for client themselves, and on behalf of extensive reseller base. Many complex requirements are catered for including template based configuration, per-reseller, product or customer pricing, rating based on origin, call volume or simpler parameters, and many others one would expect of an advanced billing/customer care engine.

Technical details are Solaris O/S, Oracle 9.2 DBMS foundations, with PL/SQL, Perl, PHP technologies (running on Apache web server) utilised for GUI and batch processing tasks. XML and FO/XSL templates are used for bill production and formatting.

Once live, took hands on approach to support operations, and also to perform emergency maintenance of system where required, often working out of hours or remotely.

October 2002 – February 2003

Arbor Developer, Onward Technology, London, UK

Development of a two-way SAP/Arbor interface is required. A number of non-core Arbor modules built using C/Pro*C and Arbor API calls on the Sun Solaris platform. Standard Pro*C methods were used to extract relevant information for the feed into SAP system, Arbor API calls being utilised to provision objects in Arbor system where demanded by incoming information.

Involvement was throughout design/development/unit test phase, full documentation being part of deliverables to client (High Level Design, Detailed Design, Test Plan, Implementation Plan).

July 2002 – October 2002

Took long summer vacation (UK, Spain, Switzerland, Egypt).

May 2002 – June 2002

Arbor Change Management, Proximus, Brussels, Belgium

The client requirement is for implementation of a change management procedure to store and version control configuration data for their Arbor system. Any process was to utilise the existing Merant PVCS software in use throughout the organisation.

Version control of Arbor configuration is notoriously difficult, this system being no different as configuration is derived by automated process, but later in project lifecycle will be maintained using ACE tool.

Created tool to record differences between configuration tables in production, test and development databases and store such changes within PVCS, from where they could be released and implemented (and also backed out) of any target environment.

Full design and development documentation was also delivered to ensure ongoing trouble free operation of this procedure.

March 2001 – April 2002

Arbor Consultant, @Home Benelux, Amsterdam, Netherlands

Multi-faceted role with rapidly expanding ISP, involving tasks from analysis/design, code and testing, to taking part in production implementations and support.

Initial engagement was four weeks, during which bill formatting issues were handled. Given the poor state of BIF configuration and executable, these were solved by design and development of an in house formatting application. The

result was a drop in replacement for BIF written in Perl and PL/SQL, yet with exceptional performance that far outstripped the core BIF module.

A number of extensions enabled many enhancements to other aspects of the Arbor system. Highlights include design and development of enhanced operational scripts, web based interface and scheduling tool (allowing non-technical staff to easily control all aspects of billing system operations), various fixes to banking interface, complete configuration of Arbor LBX and Collections modules (including production of automated collections agents), building read only web based tool for CSR use (removing the need for all CSRs to directly use the Arbor NT GUI).

In more major projects, performed a number of upgrades to Arbor software from version 8.1.11 to 8.1.16 and then performed migration to version 9.1.6. Liaison with Lucent was called for on latter upgrade, where their scripts were utilised. Was required to overcome a number of problems with this software to finalise migration successfully.

Also took major role in Euro migration project. After assessing Lucent offering in this area, proposed an alternative strategy, which was chosen by business. Designed and coded Euro migration tool (performing changes to other system components where required) and handled migration to Euro system in Q4 2001.

During Q4 2002 began to get more involved maintenance of other @Home systems, mainly customer care and provisioning. Improvements here include automation of part of order processing (removing manual steps that required much daily, manual work) and enhancing provisioning system to enable trial of new, entry-level product to commence. As part of this project also configured all parts of Arbor/BP to support billing processes. Followed up this work by total re-design of provisioning agents as old code is hard to maintain, inefficient and not longer supported by American parent company.

December 2000 – March 2001

Business/Systems Analyst, Cable & Wireless, London, UK

Brought in to perform analysis on a large number of products to be implemented in a pan-European billing system. This would be the second phase in a system that serves seven European countries, the initial deployment going live February 1, 2001.

Unfortunately, shortly after start this project was halted with a strategic change in direction within the company. This meant no expansion of this system past it's initial phase would be performed. As a result could do little more than help with a few minor issues prior to the February 1 live date.

January 1999 – December 2000

Senior Business Analyst, IBM Global Services Australia, Sydney, Australia

Tackled many different roles, combining business skills, technical abilities and detailed knowledge of the Arbor/BP billing system.

Project goal was to migrate rating and billing functionality from Optus' two legacy systems onto Kenan System's Arbor platform. Single server architecture was chosen using Sun Microsystems E10000 hardware and the Oracle DBMS creating a single Arbor instance with approx. six million accounts, ten million services and a schema close to one terabyte in size.

Initially worked with Kenan consultants on the Integration Points Analysis (IPA) document, specifying precise details of how product and service offerings would be defined in Arbor. Results produced include a data model for each offering, usage processing requirements, input into mediation system specifications, etc. Following from this task, worked with other analysts to develop manual and automatic configuration strategies for the large amount of Arbor data entry that would be required.

Once Arbor set-up was established, all changes proposed in the legacy systems were analysed to ensure compatibility with the initial configuration. Formed half of a two man team charged with this task for approximately two months.

From July 1999 took on roving role within IBM team. Initially appointed with small number of consultants working on performance testing and tuning of Arbor application and Oracle database. Output of this phase resulted in many patch releases from Kenan specifically aimed at improving operability and efficiency, and preliminary 24 hour processing schedule.

When called on was also able to provide technical advice and hands on assistance to many groups such as system testing, training, configuration and mediation. This often involved writing scripts to aide their work, in Perl, PL/SQL, Unix shell, etc.

In later stages of the project worked on several trial runs of the migration and implementation process. Duties ranged from liaising with legacy teams to executing migration tasks, analysis of newly populated Arbor tables, reconciliation, fault detection in Arbor configuration tables and migration design/code/output, usage processing and running of initial bill cycles, again with reconciliation and fault analysis.

Older Assignments

Full details of these roles can be found at: <http://rainton.com/work>.

January 1998 - December 1998

Systems Engineer, EDS, North Sydney, Australia

Skills: Arbor, Telecoms, Digital Unix, Sybase, Powerbuilder, VAX VMS

July 1995 - December 1997

Analyst/Programmer, Bankers Trust, City of London, UK

Skills: VAX VMS, Banking, RDB, ACMS, Fortran, C, COBAL, Pascal, DECset

July 1994 - July 1995

Analyst/Programmer, British Telecommunications PLC, Ipswich., UK

Skills: VAX VMS, Oracle/SQL, C, Pro*C, DECset

September 1993 - June 1994

Analyst/Programmer, British Steel PLC, Scunthorpe, UK

Skills: VAX and Alpha VMS, RDB/SQL Fortran, C, DECset

Education

Autumn 1990 - Spring 1993

Attended University of Warwick, Coventry, UK

June 1993

B.Eng. Upper second class honours degree in Computer Systems Engineering.

Course Content

Computing based engineering course. Dealt with a wide variety of engineering, hardware and software related topics (some of which were...). Automation and robotics, VLSI design, hardware design languages, analogue electronics and electrical engineering. Sequential, parallel and real time programming practices using Pascal, C++, Modula 2 and assembly languages.

Final year project consisted of substantial (~8000 lines of C++ code) project using TCP/IP networking to form client/server information system with X windows user interface.

Other Qualifications

A Level Computer Science (A), Physics (A), Mathematics (B)

AS Level General Paper (C)

O Level Electronics (A), General Studies (B), Mathematics (A), Physics (A), Geography (A), Computer Studies (B), History (B), English Literature (B), English Language (C)