

# Curriculum Vitae - Richard Kiernan

## Personal Profile

Richard is a highly skilled individual with over 11 years experience delivering technology solutions and IT consultancy to financial services and public sector organisations. His recent focus has been providing solution architecture, application programme delivery and product strategy for Capita Plc (the FTSE 100 UK outsourcing group). He is articulate in communicating with both teams and clients to deliver complex information management solutions. Richard is at ease working at all levels within an organisation.

## Key Skills

- N-tier enterprise technical architecture, project management design, deployment and strategy.
- Regularly presents to board level directors of FSTE-100 companies.
- Presents and leads at the architecture, development and support levels.
- 6 years Microsoft .NET application design and development from .Net beta through to .NET 3.5.
- Hands on exposure and development with the latest Microsoft Foundation Frameworks – WCF, WPF and WWF.
- SharePoint 2003/2007 (MOSS) delivery and architecture using SPS and WSS.
- Extensive SQL 2005 experience using Reporting Services, Integration Services and “.NET on the database” development.
- Databases design and development - SQL Server (6.5/7/2000/2005), Sybase (NT & Sun Solaris 11.x) and significant Oracle integration and development.
- Extensive GUI, event driven and server based software development as well as sole development of a Microsoft Gold Certified Application (DocScan for IDOX).
- Office COM-Add-in and Office VBA development – in-depth Excel and Outlook using VSTO & .NET Interops.
- Web and CGI development on UNIX (Solaris), Linux (Perl, PHP) and Windows ASP.NET.
- Advanced RAD & OO design and development using ActiveX, COM, DTS, ADO, OLEDB, DDE, XML, WCF & Win32 API for Winform, ASP.NET and SharePoint delivery.
- Extensive ETL (Export, Transform & Load) and related integration experience.
- Highly developed system implementation and integration skills.
- Manages permanent and contract development teams and related budgets.
- Able to work closely with project managers, implementation and development teams to ensure deliverables are on-budget, on-spec, on-time, scalable and resilient.
- Client focused with excellent analysis and communication skills, quick to learn and adapt to new technology and environments.
- Extensive international experience (Asia-Pacific, North America, Europe & South Africa).

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### Recent Projects

- Technical Director of Zoral MetaPlus Ltd. This role draws on Richard's development and product management experience in bringing-to-market the Zoral MetaPlus audit and migration platform. This role is a strategy and technical direction role that draws on his wealth of experience of the information architecture sector. Zoral MetaPlus is presently being used by a global blue chip consultancy organisation to help clean and migrate worldwide content of a NASDAQ listed global outsourcer.
- Richard is responsible for Product Management at Capita Total Document Solutions. This is a hands-on role providing strategic direction and mentoring at both a business and technical level. Within this role Richard has championed new technologies and solutions, leveraging new offerings off existing Microsoft SQL and SharePoint Server platforms to deliver value-added solutions and drive professional services revenues.
- Development of a new Capita Advisory Services EDRMS offering to NHS trusts. Richard's ETL and integration skills were effectively used to provide seamless links between the Capita Total Document Solutions Swordfish product and the Silverlink patient record system.
- Design and development of a KPI reporting solution using the latest Microsoft technologies and tools. The solution used a combination of latest Microsoft.NET technologies including ASP.NET 2.0, Web Services, SQL 2005 and One-Click applications. The solution allowed Capita call centres to enter monthly metrics and monitor their performance in relation to other call centres with respect to a baseline metric on a month-by-month basis.
- Design and development of a content audit, analysis and re-indexing framework for content held in multiple storage formats. This framework has been successfully used to deliver audits for content held on internets, intranets, Lotus Notes and desktop/network shares to central government and blue chip clients. These projects used a mixture of .NET, SQL, COM and Lotus Notes technologies to interface to a common framework to enable easy and meaningful reporting regardless of source content repository. The resulting reports enabled customers to rationalise, clean, re-index, expire and archive content, helping these customers achieve their risk management and compliance goals, as well as easing record retrieval and raising the quality of the managed content.

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## Technical Skills

### Application Development

Over the past 8+ years Richard has built a wide range of applications in many different languages. Mainly focusing on VB and .NET, due to its RAD nature, Richard has built scanning, imaging, API, database and Web/CGI applications. His focus has been on delivering scalable and high availability n-tier applications.

### Database Experience

Richard has extensive experience building applications for SQL Server and Sybase creating schemas, stored procedures, views, cursors, triggers, general TSQL and .NET on the database for SQL 2005. Richard also has considerable experience building cross database applications to enable seamless data integration between SQL Server and Oracle/Sybase/Access/Other OLEDB databases.

### System Management Skills

Richard maintains hands-on administration and deployment skills for Microsoft Server/Back office products - Exchange Server, SQL Server, IIS - and also has a comprehensive understanding of NT/2000/XP/2003 Server/Workstation products. He is a registered Microsoft partner and manages his own server collocation and hosting as well as providing network and infrastructure consultancy. Richard has hands-on experience of IP networks (LAN/WAN/Wireless) including routing, DNS, DHCP, system security, VPNs, firewalling, NAT'ing and LAN/WAN routing. Richard also has vast experience implementing remote access and thin client (Terminal Server + Citrix) solutions to provide rapid response system management and problem resolution.

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## Employment History

### **Oct 06 Technical Director Zoral MetaPlus Ltd. & Independent Consultant**

Richard left Capita Advisory services to work as a part time technical director for Zoral MetaPlus and as an independent consultant. He is currently working for another subsidiary of Capita on a contract basis providing EDRMS Product Management, business and technical consultancy.

### **Feb 06 – Oct 06 Capita Advisory Services.**

Richard moved to Capita Advisory Services in February 2006 as a technical consultant (technical bid, EDRMS specialist and enterprise application specialist) and was involved in wide range of projects across all major industry sectors including NHS, Local & Central Government, banking and private sector clients.

### **June 99 – Feb 2006 IDOX plc - previously Lombard Document Solutions (LDS).**

In June 99 Richard moved into Lombard Document Solutions to initially perform the role of senior technical consultant. This role covered a wide range of tasks throughout the whole product development and implementation cycle. During 2000, Richard was involved in the management buy-out from Lombard Risk Management to become one of the original founding members of IDOX (this was prior to the AIM IPO December 2000).

Richard was responsible for a wide range of roles within IDOX covering every aspect of the software development and delivery cycle. At the end of 2000, Richard moved into the role of Senior Project Consultant and was responsible for all customer focused consultancy and solution development. The role covered almost every aspect of the software solution delivery starting with the sales cycle (PQQ/ITT) through to initial engagement, project scoping, solution design, development and finally solution delivery. This was a hands-on role that required a can-do and pragmatic attitude supporting the primary customer base of Central Government, FTSE 100 and other international blue chips.

### **Nov 97 – June 99 Lombard Risk Management**

Richard was hired for this role as an implementation and support consultant due to his background in web development, network support and economics. Richard's primary duty was the support and implementation of the Oberon interest rate derivatives trading and risk management system.

As part of this role, Richard spent 8 months in Hong Kong implementing Lombard Risk Management solutions within the Asia Pacific region and travelled extensively (Asia-Pac, North America, South Africa & Europe) implementing and integrating the Lombard Risk Management solution to investment banks and hedge funds.

### **Dec 92 - Oct 97 HiSoft Systems**

Richard started at HiSoft on a graduate training program and gained extensive experience working in all parts of the business from sales and marketing through to software support and development. This breadth of role gave Richard excellent experience with respect to all aspects of the software development business.

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## Academic Qualifications

**Degree:** B.A. (Hons.) Economics — Essex University 1989-1992.  
**GCE A Levels:** Chemistry, Maths, General Studies.  
**GCE O Levels:** Maths, English Language, Chemistry, Biology, Physics, Geography.

## Personal Details

**Name:** Richard Kiernan  
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**Nationality:** British  
**Driving License:** Full Car & Motorcycle

## Contact Details

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