

Gulraj D Rijhwani

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A strategic planner with an eye for potential pitfalls and limitations, and focussed problem-solver, with over 15 years experience of successful analysis, design and implementation, and the additional benefit of a strong hardware background. An adaptive and creative multi-skilled technician, with strong practical commercial awareness and communication skills, and proven ability for fast learning.

General skills: Problem analysis. Foresight. Prioritisation. Lateral thinking.

Technical skills: Pick/Universe/Unidata management and programming. Unix system management (SCO/HP-UX/AIX/Linux). Networking & data communications; TCP/IP (Ethernet and dial-up - PPP configuration, etc.), e-mail (SMTP/POP3), news (NNTP), World-Wide Web (HTTP/HTML - both servers and browsers), NFS, SAMBA (unix/windows SMB file sharing). Windows (3, 9x and NT); Novell Netware; LAN Workplace, Winsock applications. Hardware installation, commissioning and maintenance.

Recent career history

Courtfields Limited

Director Nov 1995 – date (concurrent with subsequent full-time positions)

Freelance programming and consultancy: Pick, Mentor, Unidata, UniVerse, and general communications and data exchange. On- and off-site user systems support.

Linux installation, commissioning, kernel configuration, and maintenance.

Web research with automated data manipulation and extraction, and mailing list compilation scripts. (Linux/Shell script/AWK)

Microsoft Windows network installation and configuration.

Crystal Reports.

Linux network management.

Linux/X desktop installation and configuration.

Tabular data importation/exportation and media/format conversion, and manipulation. (Pick/Unidata, Termite/HostACCESS, Windows/SCO Unix/AIX)

Pick/Unidata - e-mail integration for both user- and software-generated documentation. (GA R83 & R91 Pick, Unidata, SCO Unix/AIX/Windows)

Pick/Unidata - CRS/GDS integration. (GA R83 & R91 Pick, Unidata, SCO Unix/AIX/DOS)

Credit card terminal interfacing, real-time transactions. (GA R83 & R91 Pick, Unidata, SCO Unix/AIX)

Fax integration and management. (Native Pick/Unidata, AIX/SCO Unix)

Automated calendar integration with web data sources.

Automated web site updating with real-time data. (Linux/Shell script/AWK/C/FTP)

Automated web site monitoring, with e-mail change notifications. (Linux/Shell script/AWK)

Data format conversion tools for creating map overlays for proprietary streetmap and route planning software. (Linux/Shell script/AWK/C)

LAN/Internet ISDN connection. LAN/Internet and World-Wide Web integration with Unix/Unidata applications. Web server installation. Web page design. (SCO Unix) POP3 corporate e-mail pickup/filtering/internal redistribution. Mail client installation (clients Eudora, Microsoft Exchange, etc.).

Voluntary IT management and web design and support work for local charities and repair and support work for domestic users.

Self-study: CompTIA Administrator+ and Network+; Java.

Avro plc/Cosmos plc, group IT

Systems Support Analyst Feb 2000 - March 2003 (redundancy)

Responsible for second level in-house UniVerse technical support, and liaison with Ardent/Informix/IBM technical support department, and administration of all aspects of the UniVerse database and applications and underlying platform. (UniVerse/HP-UX)

Instrumental in the creation of automated performance monitoring and alert mechanism safeguarding production system, reducing system degradation, and ultimately leading to curing previously frequent system crashes. (UniVerse/HP-UX/Shell script)

Redesigned and collaborated in the development of multi-tasking credit-card processing subsystem, implementing traffic management and curing frequent multi-user contention. (HP-UX/C)

Directly involved with project to bring real-time seat booking systems to the World-Wide Web, in the capacity of system administrator and advisor on acceptable standards and protocols for Internet traffic (RFC compliance).

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Unix e-mail configuration (sendmail/HP-UX).

Instrumental in creation of profiling tools and, with their use, the location and solution of several elusive performance and deadly embrace issues. (UniVerse/HP-UX/Shell script/AWK)

Developed extensive automated data analysis and reporting tools in Unibasic, integrated with MS Excel, and automation of data-gathering tools to ease the manual burden of management of the database and to improve the efficiency of house-keeping planning and implementation. (UniVerse/HP-UX/MS-Excel)

Planned and performed a number of significant system upgrades, without adversely affecting production. In particular, planned and implemented regular monthly overnight house-keeping procedures. (UniVerse/HP-UX)

Participated in planning and implementation of complete office move from Wimbledon (SW London) to Bromley (SE London), with particular reference to minimising interruption to booking service.

Commissioned new Linux and BSD servers supporting reservations web sites throughout the Cosmos group (Archers Direct, Somewhere2Stay.com). (Linux/BSD)

SR Storage & Fulfilment

D3 Systems Admin & Developer Feb 1998 - Jan 2000

Supported and maintained supposedly obsolete ADDS Mentor system, demonstrating the continued merits of the existing system, which ultimately lead to the termination of a failed large-budget bespoke Oracle project and subsequent migration of legacy system to HP-9000 and D3 platform, and further action to recover an undisclosed six-figure outlay. (Mentor/D3/HP-UX)

Interfaced existing serial-only green-screen hardware to low-cost Ethernet via terminal servers, providing standard company-wide access over TCP/IP network, and enabling easy re-settlement of call centre staff in an alternate location without the cost of re-siting the host machine, or additional training. (D3)

Integrated a shared-files system across Windows, HP-UX, and Linux, ensuring all were accessible directly within D3, leading to client data import times of minutes, saving several man-hours per month. (D3/HP-UX/Linux/Windows)

Automated client-account creation tools, reducing a previously manual task taking hours to minutes, and thus reducing new client setup costs. (D3)

Modified and expanded order-processing, sales ledger, and despatch systems, frequently at very short notice and to tight deadlines. (D3)

Integrated real-time RS422 barcode scanning and labelling peripherals with despatch sub-system running on HP server. (D3/HP-UX)

Developed tools and systems to assist in frequent ad hoc data import/export procedures. (D3/HP-UX/Windows)

Multi-faceted file-sharing between HP servers and Windows client desktops, across NFS and SAMBA. (Windows/HP-UX/Linux)

Carried out bespoke programming of mailing list data entry and maintenance system, with despatch and tracking, and auditing documentation. (D3)

Carried out successful year 2000 validation and contingency planning. (D3/HP-UX/etc.)

Astrallogic Limited

Senior Analyst/Programmer Feb 1991 - Oct 1995

Migration of travel application from Pick to Unidata/SCO and Unidata/AIX, including reworking several underlying interfaces (printers/spoolers, serial ports, terminal servers). (AIX/SCO Unix, shell script, Unidata)

Redeveloped Databasic fax and telex modules, eliminating previously frequent problems with sending failures, and stalls. (Native Pick/Unidata, AIX/SCO Unix)

Redeveloped Databasic credit-card modules, eliminating previously frequent problems with stalls and multiple user contention. (Native Pick/Unidata, AIX/SCO Unix)

Overall responsibility for: specification, design and programming of modifications to modules for telex; facsimile; credit card terminal integration; and Post Office Mailsort labelling/reporting. Additional responsibility for data conversion and importation and systems migration (from other platforms to Pick and between Pick and Unidata or UniVerse); and general data communications.

Migrated the standard package from the normally supplied Pick platform to Unidata v3 on PC, successfully integrating package printer control with underlying unix spooler facilities. (Native Pick/Unidata)

Sole developer on several clients' bespoke modifications to standard reservations and administration package. (Native Pick/Unidata)

Developed several data extraction/reporting and migration procedures.

Meridian Tours Limited

System Manager Sep 1990 – Jan 1991

Oversaw installation and commissioning of computerised travel booking system, and migration from manual paper-based procedures.

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Systems and Accounting Services Limited

Analyst/Programmer Jan 1987 – Aug 1990

General analysis and development of client software on GA and PC R83 Pick.
Early feasibility tests for migration of applications to Universe on Vmware/386 and Bull unix.

MSM Limited

Service Engineer Aug 1984 - Dec 1986

Education

University of Manchester

B. Sc. course in Computing and Information Systems

Hollyfield Secondary Modern School, Surbiton

GCE A-Levels: Mathematics (B), Physics (B), Chemistry (C)

GCE A/O Levels: Statistics (B)

GEC O-Levels: subject passes (3A, 4B, 1C)

Additional details

Full British PLG driving licence, born 1963.

Further interests:

Hobby interests include travel, driving, & motorcycling; computers; communications; music (specifically 60's - 80's rock, and also light classical); film (British Film Institute member); electronics; theatre and club stage effects (lighting and sound).

Voluntary IT management and support work for local charities, and repair and support work for domestic users, including Windows networking and Microsoft Office product management, virus eradication, and protection and firewall software installation and configuration.

Voluntary web design for local charities, using handwritten and validated (X)HTML and CSS2, drafted to W3C WAI and Bobby AA accessibility standards, and colour checked (in the light of requirements of the DDA 1995, and RNIB guidelines).

Self-study: CompTIA Administrator+ and Network+; Java; XHTML and CSS2 standards.