

Gulraj D Rijhwani

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A strategic planner with an eye for potential pitfalls and limitations, focussed problem-solver, and adaptive and creative multi-skilled technician; experienced in both support and development roles, with strong practical commercial awareness and communication skills, and an ability for fast learning; driven by results and quality.

General skills: Analytical thinking. Foresight. Prioritisation. Focus. Commitment.

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

Recent career history

CourtfIELDS Limited

Freelance Consultant Nov 1995 – Jan 1998

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.

Linux/Unix e-mail configuration. (sendmail)

LAN/Internet ISDN connection. LAN/Internet and World-Wide Web integration with Unix/Unidata applications. Web server installation.

Linux/X desktop installation and configuration (shell, FVWM, KDE).

Linux network management.

OpenOffice installation and use on both Linux and Windows desktops.

Web research with automated data manipulation and extraction, and mailing list compilation scripts. (awk, sed, Perl, web interfaces)

Automated calendar integration with web data sources. (awk, sed, Perl, web interfaces)

Automated web site updating with real-time data. (awk, sed, Perl, web interfaces)

Automated web site monitoring, with e-mail and/or newsgroup status notifications.

Web page construction.

POP3 corporate e-mail pickup/filtering/internal redistribution. (SCO Unix/Linux)

Mail client installation (clients Eudora, Microsoft Exchange, etc.).

Windows 95/NT network installation and configuration.

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)

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

Avro plc/Cosmos plc, group IT

Systems Support Analyst Feb 2000 - March 2003 (redundancy)

Administered high availability online booking system on UniVerse databases on HP K- and N-series machines.

Responsible for second level in-house UniVerse technical support of a team of 5 other developers and testers, 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 uninterrupted operation of production system, forewarning of potentially catastrophic conditions. (UniVerse/HP-UX/Shell script)

Created performance profiling tools (cross-referencing information gathered with such tools as smat, ps and fuser) and, with their use, the helped locate and solve several elusive performance and deadly embrace issues. (UniVerse/HP-UX/Shell script/AWK)

Planned and performed a number of significant system upgrades (Universe patches and upgrades) and regular monthly overnight

Gulraj D Rihwani

house-keeping procedures (file resizing, etc) without adversely affecting production. (UniVerse/HP-UX)

With Unix and network teams planned and modified system replication across backup and development/test servers. (UniVerse/HP-UX)

Developed extensive automated data gathering and analysis tools in Unibasic, integrated with MS Excel to make best use of available house-keeping time, and target most worthy candidates for resizing. (UniVerse/HP-UX/MS-Excel)

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)

Unix e-mail configuration and integration with local e-mail system(sendmail/HP-UX/Exchange).

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

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).

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.

User application and desktop support. (UniVerse/Windows)

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)

Microsoft Windows user and server application and desktop support. (MS Office products, Windows NT, Exchange)

Implemented multi-faceted shared-files scheme 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)

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)

Automated client-account creation tools, reducing a previously intensively 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)

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.)

Astralogic 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)

User application support.

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.

Gulraj D Rijhwani

Systems and Accounting Services Limited

Analyst/Programmer Jan 1987 - Jan 1991

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.