

Jon Turner

dob: 16 Jan 1956

Jon has worked in the computer industry for over 30 years and during this time has gained considerable experience in technical project management, team leading, analysis & design, programming, testing, training and support.

Jon worked for 10 years in the retail sector providing analysis, design, testing and implementation of complex distributed Point Of Sale (POS) systems for leading UK retailers, including Marks & Spencer and Tesco. During this time Jon liaised with the customers at all levels on matters ranging from detailed technical design to planning future strategy, and implemented M&S's European POS software expansion programme in France, Holland, Spain, Germany and Belgium.

In addition to the above, Jon has also worked on the supply of PC based specialist hardware and software solutions to a leading retail security company, gaining valuable experience of dealing directly with hardware and software vendors.

Jon combines his technical and inter-personal skills with the ability to communicate clearly and effectively at all levels. Jon is self-motivated, reliable, meticulous and innovative, with the ability to motivate team members and clients.

Full EU driving license, with the ability to work anywhere within the European Union.

Employment History

September 2007 – Present

Technical Director: Building Blox IT Ltd

Building Blox IT develops technical products to meet the business requirements of SME's.

Jon has developed the custom hardware & software which forms the "BLOX" product range providing NAS, automated backup and disaster recovery. This product range is built using custom hardware, with a Debian based custom build. BLOX software is written in shell script and PHP, the backup desktop application in c#. Jon also assists with software product development (eg: Aristos CMS) using PHP, Java script plus anything else customer projects require.

In addition to product development, Jon has undertaken the following projects for Riskstop (an innovative company in the Insurance sector):

Jon provided 3 weeks onsite consultancy to Riskstop to assemble a complete mobile office kit for 30 new surveyors, providing documentation, setting up production of the kits, and seeing the project through to delivery across the UK.

Building Blox provided technical input to the hardware specification & deployment options, then delivered a 4TB rack mount prototype one week later. They then built and delivered 3 x 4TB NAS servers constructed from customer supplied parts within 3 weeks.

Jon provided Riskstop with a customised backup solution which enables them to take a fully up to date backup disk on demand for overnight offsite security, or use in disaster recovery.

October 2005 – August 2007

Technical Director: Drive Sys Design Ltd

Drive Sys Design was incorporated with 4 directors to bring Network Attached Storage (NAS) solutions to the SME market. Jon's role was to provide a custom NAS solution which would enable Drive Sys Design to extend their client base up from smaller companies into larger businesses. After assessing various commercially available solutions (NASLite etc), Jon developed a Gentoo Linux based NAS solution which was successfully deployed to several small businesses.

The NAS solution was also deployed to the Duchy Of Cornwall with additional onsite and offsite backup capability, providing the Duchy with a completely automated backup and disaster recovery solution across their 6 sites including the Isle of Scilly.

May 2005 – July 2005

Technical Director (interim): WinIT Consultancy Ltd

WinIT Consultancy employed Jon on a consultancy basis as their acting Technical Director. WinIT provide bespoke software to SME's including Independent Financial Advisor's, Investment houses, Resourcing Agencies, Property searching services, the Travel industry and Education. WinIT provide UK based implementation Project Management to each client with the software being created offshore in Russia. During this period Jon developed and implemented a standalone VB6 program to put faxes into a MS SQL database for WinIT's primary client, and assisted with the Functional specification for a Travel industry client.

In addition to Jon's primary fee earning work, he was tasked with improving WinIT's business and technical processes, so that future business is conducted consistently.

October 2004 – April 2005

Development Consultant: Jester Software Engineering Ltd

Jester Software Engineering employed Jon on an adhoc consultancy basis. During this period Jon assisted Jester with the business analysis and software re-engineering of their Platform Housing Association package, which was ported from Visual Basic 6 with a MS Access database to a MS c# .net with a MS SQL 2000 database.

Jon also assisted Jester with the requirements gathering from a time clock and building access supplier, in order to provide a bespoke software solution to their specification.

August 2002 – August 2004

IT Development Manager: Filmnight Ltd

The Filmnight business model was to provide commuters with a high convenience DVD overnight rental service, where DVD's were pre-booked online, picked up from the commuters mainline station on the homeward journey and returned the following morning on the way back to work. This required a fast Point-of-Sale transaction time (@30seconds) with centralised web-based DVD booking and real-time bank payments.

On joining Filmnight as the IT Development Manager, Jon analysed the business concepts and formalised them by producing Business & Technical Requirements documents. These requirements were then used to analyse and evaluate the available third party technical and operational solutions.

At the end of 2002 the business decided a bespoke technical solution was required, so from January 2003 until August 2003 Jon led the team as a manager/developer which delivered the following:

- Hardware evaluation (servers, PoS & peripherals, network infra-structure products)
- ISP evaluation (hosting services, security, bandwidth, growth potential)
- Analysis and design of Website, secure network infra-structure, Point-Of-Sale system (PoS), EFT payment system via POS & website, database and central business processes
- Creation of Development environments
- Website, secure network infra-structure, Point-Of-Sale system (PoS), EFT payment interface to Commidea, database and central business processes development & testing
- Hardware, software and ISP procurement (SUSE Linux + MySQL database servers, WinXP Pro PoS with bespoke VB6 app, bespoke central VB6 robot business processes on Win2003 server, Central NetScreen providing site-to-site VPN's to retail outlets using ZyXel/Draytek hardware, ISP services provided by Easynet quarter rack)
- System configuration/builds/testing
- Website, secure network infra-structure, Point-Of-Sale system (PoS), database and central business processes implementation
- Data analysis and initial Data provisioning
- Waterloo shop opened mid-August

After the Filmnight launch with the opening of the Waterloo kiosk, Jon and his team continued to support the growth of the business, with the following deliverables:

- Analysis of new business requirements
- Business support (shops and head office)
- PoS and web-site enhancements
- Analysis, design, testing and implementation of centralised Reporting
- Analysis, design and development of Customer Service, centralised Stock Management and internal EFT Card Payment applications
- Shop rollout programme (Reading shop opened February 2004)
- Technical support
- Software maintenance (PoS, web-site, reporting, stock management, customer service, card payments and databases)
- Performance/volume analysis and management
- Network and Security management
- Analysis, design and development of a replacement .net web-site using Videolog content, plus databases and data management applications

October 1998 – March 2002

Technical Consultant: OSI / Xansa Consultancy Division

Project Manager (Barclaycard UK) : Dec 01 – Jan 02

Working as the Infra-structure stream Project Manager for Xansa/Barclaycard UK on the Green Sea Joint Venture to deliver access to Xansa IT services from the Joint Venture sites in the UK and from offshore in India.

Project Manager (“3” Telecoms) : Feb 01 – Jun 01

Working as the Project Manager for the M-commerce, E-wallet and Brokerage products definition project, Jon’s responsibilities included liaison with all the business and technical areas across the enterprise (to educate, advise and obtain the relevant level of support for the project), to manage two teams day to day, and an external consultancy company providing strategic and technical services. In addition, Jon was also responsible for obtaining the Level 3 Director sign-off’s on the product definition documents delivered by the project to enable them to be presented to the board for approval to proceed. Despite being in a ‘start-up’ environment the project was delivered on time and within budget, and the M-commerce programme was given board approval.

Senior Smart Card Consultant (American Express) : Jan 01 – Feb 01

Working as a senior consultant, Jon provided UAT testing analysis and services for American Express on the latest Siemens 32k mask for the ‘Blue from American Express’ product. During this assignment Jon extended the UAT documentation and Aspects tool java scripts and ran all the UAT test scripts on a variety of Windows platforms to ensure that the “Blue” Smart Card and Reader worked correctly with the terminal software on the PC.

Lead Architect (MBS Government Ontario, Canada) : Feb 00 – Dec 00

Working as a senior consultant for the Ontario Government’s Management Board Secretariat (MBS) in Toronto, to implement a smart card platform to provide access to government programs and services for 12 million Ontarians. The major aims of the MBS smart card project were to enhance privacy, prevent fraud, promote customer convenience and support the government’s E-Strategy objectives, all in a secure and auditable way.

Jon's responsibilities on this project included the following:

- Member of the project management team
- Leading the Architecture team (10 architects), plus Smart Card architect
- Liaison with the Business Analysis team to develop conceptual and logical models for all business areas (this included development and review of Business models)
- Analysis, design and maintenance of various conceptual models including smart card, database, fraud/security and Public Key Infra-structure (PKI) design
- Presenting conceptual models to partner working groups, the Architecture Core Team, Architecture Review Board, and Assistant Deputy Ministers Smart Card Steering Committee
- Technical liaison with partner ministries

- Assisting with the creation of Ministerial briefing packages (including Biometrics)
- Advising other project teams on the analysis and design of smart card based systems
- Reviewing vendor presentations from a technical standpoint

In addition to the above responsibilities, Jon prepared and presented briefing materials to the Minister of Management Board Secretariat, Information Privacy Commission and the smart card External Advisory Council. Jon also advised on the preparation of Request For Proposal's for technical consultants, and participated on interview panels for business and technical consultants.

Senior Smart Card Consultant (American Express) : Oct 98 – Feb 00

Working as a senior consultant with the OSI Consumer Transaction Systems team, implementing 'state of the art' smart card products on behalf of American Express.

Project Ambassador (American Express' Black Centurion card) involved the analysis, design, build, test and implementation of a Multos based multi-application smart card system. The project included the generation of functional application specifications for an EMV payment application (UKIS / EMV compliant), a proprietary customer benefits application and the development of a card reader device specifically developed for American Express.

Jon's principle responsibility on the project was the management of the various suppliers during the build, test, manufacturing and implementation phases and the co-ordination of the integration of the various internal and external American Express systems required to support the delivery of a multi-application smart card product. Jon created the test suite documentation and test scripts for the ICCSIM test tool, and ran all the tests through multiple iterations, prior to liaison with the American Express Chip & PIN terminal testing team to gain certification for the UK/Europe/Middle East, and visits to De La Rue/Oberthur where the cards were manufactured.

After the successful delivery of the Centurion product, American Express requested Jon to work on the 'Blue from American Express' product. This required close liaison with the smart card software developer, including working onsite to analyse the terminal and smart card functionality, then design, develop and implement a testing strategy that would thoroughly test the smart card in multiple hardware and operating system environments. In order to achieve repeatable results, Jon developed test scripts plus a custom suite of automated tests written in java, utilizing the "Aspects" Smart Card testing tool.

Part of this work required cross training of American Express staff in America to allow the product to be successfully launched as one of the most important advances in card technology ever seen in the USA.

January 1998 – September 1998

Systems Analyst/DEveloper: Siemens Business Services

Working for Siemens Business Services porting the Nationwide Building Society's 8860 COBOL system to the NT 4 server/workstation platform using Micro Focus COBOL Workbench 4 and Microsoft Visual SourceSafe 5. In addition, the software was made Y2K compliant, and a testing/support file maintenance sub-system was designed and developed as a "value added" product. The system was delivered on time and within budget.

April 1997 – January 1998

Resource Manager: The Consultancy Corporation

Managing several accounts plus ad-hoc new business. In addition Jon provided technical assistance and guidance to the company, including creation and administration of the company's website (this included evaluation of the Micro Focus NetExpress product).

August 1995 – March 1997

Technical Support Analyst: Siemens Nixdorf

Working on the TESCO project on their distributed retail systems.

Responsibilities included:

- Support and training of the TESCO help desk.
- Problem analysis and resolution.
- Liaison with Siemens-Nixdorf hardware/software departments, and TESCO head office departments and stores.
- Support of in-store trials.
- Support of software rollout.
- Store disaster recovery.

Support/testing of TESCO's next generation hardware/software.

In addition to the above, Jon designed a second level support database using Microsoft ACCESS v2, this removed a significant proportion of administration from the job by introducing procedures for the TESCO help desk personnel. In addition, the database was be a portable reference manual when 2nd level support was operating in-store.

During this contract Jon completed 4 Microsoft Education Services courses (including Windows NT Workstation & Server 3.51) to achieve Microsoft Certified System Engineer status, and passed the exam to become a Microsoft Certified Professional.

April 1995 – July 1995

Consultant: Sensomatic Camera Ltd

Sensomatic Camera provided intelligent, state of the art video surveillance equipment for a variety of applications. Jon was involved in the retail in-store product, providing the following services:

- Sourcing CE approved custom PC hardware controlling the in-store video camera operation.
- Installing and testing the operating system (OS2 WARP) & application software.
- Installing the hardware in-store.
- Sourcing a number of specialist software packages for the development team.

Jon also provided Sensomatic with a customised version of a disk file security program (written in Microsoft C v7) to enable them to do internal software audits.

January 1987 – April 1995

POS Development Team leader: ICL Retail / Marks & Spencer

Jon's responsibilities included:

- Problem analysis and resolution with the customer (M&S)
- Producing analyses, estimates, prototypes & feasibility studies
- Management of a team of 4-6 programmers (Micro Focus L2 COBOL & some C)
- Producing Business, System, Technical Design & low level program specifications
- Producing Regression & Unit Testing documentation
- Problem analysis and resolution with the other teams on the project

During this period, Jon was responsible for the analysis, design, development, implementation and maintenance of the following software:

- At least 1 major POS software release into 300 UK stores per year to satisfy M&S's ongoing business requirements. The last development provided SWITCH & DELTA debit card transactions with online authorisation in all M&S UK stores, in addition to their own store cards with online authorisation.
- Porting the POS software to a new hardware platform involving close liaison with the hardware/system software developers, in-store implementation and support and the POS application development team.
- Developing POS software for M&S's European business, combining all the POS functionality into 1 software set, and making it language independent. This software was used in Holland, France, & Spain, and catered for a variety of country variable conditions in addition to different languages, the most notable being EFTPOS & SMART card processing due to the wide variance in terminals, online & offline authorisation procedures etc. This software formed the basis of the UK software that was developed for rollout in 1995.

June 1986 – December 1986

Analyst Programmer: ICL Retail

Analysis and design of COBOL programs from basic specifications for use on ICL 9518 POS terminals for Bejams. Jon also worked on the Early Learning Centre system, enhancing the original system to include satellite tills, updating the Communications facilities to allow for program downloads from the central System 25 to the tills overnight and increased data-file download capability.

The last two months of the project were spent working on the back office part of the Bejam system. This ran on an ICL PC Quattro that communicated with the tills in the shop, head office and the back office staff concurrently. This was a complex system and was primarily written in Micro Focus Level 2.5 Cobol, the development being done on ICL PC Quattro's.

January 1986 – May 1986

Analyst Programmer: Grampian Health Board

Providing manufacturing information for sterile supplies to the Aberdeen Royal Infirmary. The hardware was ICL DRS20/150/110 and the system was completed on schedule. During this assignment Jon also developed a source code tracking system which provided the project management team with progress statistics, and was tasked with setting technical tests for prospective programmers, and interviewing them.

April 1985 – October 1985

Analyst Programmer: U.K. Provident Insurance

Jon worked as the maintenance analyst/programmer on the Discretionary Accounts system for three months. This included the analysis and design of two major enhancements to the system, plus general support and maintenance.

The second half of the contract was spent working on a large development programming team of 40+ on the Intermediary Money Purchase System.

January 1985 – April 1985

Analyst Programmer: Communications Strategy Ltd

Development of a marketing stock control system, using Aston Technology's Crystal 68000, and the PICK operating system. The system was written using System Builder as a source code generator, as the original system was to be designed, coded, tested and live in two months.

June 1983 – December 1984

Self Employed

Jon ran his own business buying and selling Micro Computers from IBM, Apple, Torch & BBC to end users. Software implementation and user training followed as a direct result of this with several companies.

During this time Jon attended Scorpion Computing's COBOL programming course, was invited to work on their "EASY" accounts package, and wrote an Executive Diary package in COBOL.

November 1974 – June 1983

Computer Operations (various roles)

Working in the Operations side of the computer industry in a variety of permanent and contract positions on many different Mainframe and Mini computers. Responsibilities included Shift Leader/Senior Operator, Technical Support, Extensive Procedures Writing and Data Control Supervisor. Jon wrote the Data Control procedures for Townshend Thorensen's online booking and Commercial Freight systems. Jon has also worked at Spillers Foods, Black & Decker, the Post Office, Marine Midland Bank and ICL Dataskil.