

# ben curthoys

## Personal

Name	Ben Curthoys
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## Work

<b>May 2009 – Present</b>	<b>Monad Systems – Founder</b>
	<b>Company Overview:</b> Monad Systems was founded to create a new ticketing system from scratch, using modern architecture, platforms, languages, and best practice.
<b>September 2007 – May 2009</b>	<b>Galathea STS Ltd – Director of Systems Development</b>
	<b>Company Overview:</b> Seatem Group is the oldest ticketing company in the world, with the Keith Prowse agency founding in London in 1780. Galathea STS produces enta, one of the world's leading box office ticketing systems.
	<b>Summary:</b> Managing redevelopment of enta in C# / .NET 3.5 and ongoing maintenance of older VB6 versions.
	<b>Responsibility:</b> <ul style="list-style-type: none"><li>• Responsible for the development of the enta system</li><li>• Reports from Production Schedule manager, a development team of 11, QA team of 4 including a QA manager, and a business analyst.</li></ul>
	<b>Achievements:</b> <ul style="list-style-type: none"><li>• Improved development methodologies, implementing Agile test driven development and using aspects of UML for business analysis, V model testing, in place of the previous dysfunctional waterfall model</li><li>• Migrated source control system from VSS to SVN</li><li>• Introduced SpiraTest, a test case management system</li><li>• Introduced JIRA, for issue tracking</li><li>• Introduced Bamboo, a continuous integration server</li><li>• Introduced Confluence, an enterprise Wiki, for managing development policies and coding standards.</li><li>• Directed the implementation of performance improvements to the database, increasing transaction processing throughput by an order of magnitude</li><li>• Directed a new strategy for and the first phase of migration to .NET with a service orientated architecture from the legacy VB6 codebase</li><li>• Kept a large legacy codebase working in the face of changing requirements and technology</li></ul>

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<b>March 2006 – September 2007</b>	<b>Trinity Mirror Digital - Head of IT at GAAPweb.com</b> <b>Company Overview:</b> Trinity Mirror is the UK's largest newspaper publisher, with a portfolio of more than 500 media brands. GAAPweb.com is a key part of their digital recruitment strategy and the leader in its category, with a database of over 7000 vacancies from 500 financial recruiters from around the UK, around 95,000 unique visitors per month, and an email subscriber database of 25,000 <b>Summary:</b> <ul style="list-style-type: none"><li>• Rebuilt the website, migrating from Perl to ASP.NET / C# / Sql Server, creating CV database and online payment functionality.</li><li>• Reengineered business processes for back office operation, leading the replacement with new C# applications of all the tools used by account management, sales, and web publishing teams, and the implementation and integration of 3rd party accounts and CRM systems.</li><li>• Company growth and profitability met ambitious targets set by parent company.</li></ul> <b>Responsibility:</b> <ul style="list-style-type: none"><li>• <b>Website</b> Hosting, design, development of highly visible website that is the core of GAAPweb's business, line manager to the graphic designer and web developers.</li><li>• <b>Back office systems</b> Responsible for the development and smooth running of all back office systems uses by GAAPweb employees, and the recruitment and management of the software development team.</li><li>• <b>Infrastructure</b> Ultimately responsible for systems administration, the voice and data network infrastructure, hosted services, web and mail servers. Line manager to the systems administrator.</li><li>• Direct reports from four developers, one systems administrator and one graphic designer, and interim reports from up to 13 other staff at various points.</li></ul> <b>Achievements:</b> <ul style="list-style-type: none"><li>• Managed design, implementation, load testing of new website.</li><li>• Designed architecture for replacement back office systems, managed development team, did hands on coding.</li><li>• Managed implementation of Sage MME and MMS.</li><li>• Implemented NedStat web analytics software, working with Sales and Marketing to provide meaningful and valuable statistics.</li><li>• Initiated use of Agile development methodologies</li><li>• Implemented Subversion and JIRA professional defect tracking, version control and SCM systems and procedures.</li><li>• Managed migration of server hosting to more reliable supplier and consolidation of other IT systems.</li><li>• Managed IT aspects of extension into additional office space in the same building and later of move to new offices.</li><li>• Increased IT team size by 100%.</li></ul>
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<b>October 1996 - March 2006</b>	<b>Artifax Software Ltd – Technical Director</b> <b>Company Overview:</b> Artifax Software is a leading provider of booking and administration software to Performing Arts venues and organisations, and well as the Conferencing and Banqueting industry, Stadia and Sports Venues, Local Authorities and Councils. It has a client base of over 400 organisations worldwide including Clear Channel Entertainment, the Royal Festival Hall, the BBC Proms, the Edinburgh International Festival, Royal Ascot, dozens of local authorities, and the Lincoln Center and Carnegie Hall in New York. <b>Summary:</b> <ul style="list-style-type: none"><li>• Instrumental in the transformation of Artifax over 10 years from an organisation of 2 staff to an international company with a turnover of nearly £2 million and over 30 employees.</li><li>• Company growth from 1999 to 2006 years was on average 30% year on year. In 2004 Artifax's success was recognised by a Deloitte Fast 50 Award.</li></ul> <b>Responsibility:</b> <ul style="list-style-type: none"><li>• <b>Company Director</b> – General legal and fiduciary responsibilities</li><li>• <b>Technical Director</b> – Responsible for the development and maintenance of software products, the management of quality assurance and documentation, the management of feature requests and defect tracking, the recruitment and management of software developers, systems administration, the voice and data network infrastructure, hosted services, web, ftp, mail and news servers</li><li>• Also responsible for overseeing the expenditure of the business and authorising budgets and major capital purchases, managing short term cash flow and producing long term forecasts</li></ul> <p>I was responsible for three development teams totalling 9 developers, 5 QA staff who work for our outsourced offshore testing partner SNS Tech, one full time documentation author, and one systems administrator.</p>
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## Achievements:

- Managed, developed and supported the company's products:
  - **Artemis** is a highly configurable resource management system targeted at eGovernment bookings for Local Authorities in areas ranging from room bookings to appointments for pest control officers. I was responsible for architecture, design and initial phases of development and the ongoing management of the development team. Many Artemis implementations have public facing transactional sites integrated with CRM and eCommerce systems e.g. <http://www.spelthorne.gov.uk/venues.asp>
  - **Artifax Event** is specialist venue management system used by most of the most prestigious venues in the world. I took it from a monolithic VB3 application to a 3 tier VB6 application with modular architecture and an XML based messaging system.
  - **Artifax Agent** is a specialist diary management system for agents to classical musicians. I was responsible for the original architecture, design and first version of the code, and then handed over to a maintenance programmer, keeping an ongoing consultative role in development.
- **Company Web site.** Implemented Artifax's public web site based on 3<sup>rd</sup> party design work using XML/XSLT – <http://www.artifax.net>
- **Infrastructure Enhancements.** Initiated and oversaw the successful implementation of a range of infrastructure improvements:
  - **Server co-location** - managed and executed the transition from servers hosted on site to servers in a co-location centre, saving bandwidth costs and increasing reliability.
  - **VPN** - implemented a VPN
  - **VOIP** - implemented a VOIP system with hot-desking, soft phones and remote access.
  - **CVS, SVN, Test Track Pro and AccuRev** - implemented progressively more advanced and professional defect tracking, version control and SCM systems and procedures.
  - **Active Directory, Linux and Samba** - migrated the corporate environment between NT4 domain, Samba and Active Directory.

## Other work:

- **Training** –
  - *External:* trained customers (user and developer level);
  - *Internal:* trained support staff on Artifax software products and developers on development tools and techniques
- **Consultancy** – delivered pre-sales and post-sales consultancy to a variety of clients around the world
- **Sales** – acted in a sales role, both solo (largest sale was £30,000 to the London Borough of Barking and Dagenham) and as technical backup to another sales person

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## Skills

Business Skills	
<ul style="list-style-type: none"><li>• IT Project / Programme / Development management.</li><li>• Departmental / Team Management – Budgetary control, management of workloads.</li><li>• Personnel Management – Recruitment, Annual Appraisals, Identification of training needs, Provision of internal training, Investors In People compliance.</li><li>• Financial Management &amp; Control – Setting of Departmental budgets, reporting on expenditure to Board Meetings, use of accounting software (Quickbooks, Sage), production of management reports, balance sheets, P&amp;L, etc.</li><li>• Contracts – Developed wording of most of Artifax Software's standard contracts, advised on negotiations and changes.</li></ul>	
Technical Skills	
Highly Experienced	Computer system architecture and design, CRM systems, C# Windows forms / ASP.NET. Microsoft Visual Basic 3 through 6, MS SQL Server 6.5 through 2005, IIS, HTML / CSS / dHTML / Java script / AJAX, ASP / VB Script, COM, Windows, Windows Registry, Office, CVS/SVN source control, XML / XSL / xHTML, Visio, Windows Networking & Security, TCP/IP Networking and Security, Windows System Administration
Familiar with	Java, Cisco IOS, Retail Logic credit card validation, Worldpay integration, Linux system administration, Perl, MS Exchange.
Acquainted with	C, C++, Flash, PHP, 3d programming, Assembler

## Education

1993-1996	Merton College, Oxford	Ba Mathematics 2:1
1991-1992	Dr Challoner's Grammar School, Amersham	A Levels 2xA 1xB 1xC
1987-1990	Dr Challoner's Grammar School, Amersham	GCSEs 7xA 3xB

## Interests

<ul style="list-style-type: none"><li>• Live music, Recorded music</li><li>• Theatre, Film, Art, Good Design</li><li>• Boxing, Kick boxing, Running, Mountain Climbing</li><li>• Politics, Philosophy, Economics</li><li>• Objectivism</li><li>• Anthropology, Mythology, Psychology, Psychogeography</li><li>• Reading, Writing, Mathematics</li><li>• Survival, Safety, Belonging, Esteem, Knowledge, Beauty, Self actualisation</li><li>• Epic poetry, History, Love poetry, Music, Tragedy, Sacred poetry, Dancing, Comedy, Astronomy</li></ul>
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