James Plant

Full Stack Developer / Head of Development / Development & IT Director

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SUMMARY

I've been involved with technology and IT for nearly 20 years now. Having moved through support, project management, development, and leadership.

I love working with teams of people to solve complex technical problems, building solutions that may require custom development or integration of off-the-shelf services. My favourite tech stacks to work with are React / Next.js / Tailwind for front end applications and PHP / Laravel / Go for back-end applications. I take pride in the ability to take on new challenges and skill up when needed.

EXPERIENCE

Full Stack Developer / Head of Development / Development & IT Director
036 Group (White Stores) (2020 – Present)

Hands on and responsible for all internal and some customer facing bespoke web applications. Moved into hiring other developers for the technology team, before also moving into senior management and taking responsibility for technical management of the primary e-commerce Magento website and agency as well as all IT for the business.

- Created a new authentication back-end service for the business. Built using the Laravel framework, this application allows bespoke web applications to authenticate with all other micro services using a short life JWT and long-life refresh token. This service also manages authentication and access to the NetSuite ERP system as well as providing support for application integrations into our services. This is a core service that benefits and is used constantly for applications and integrations. **Single authentication method for all bespoke applications, reducing user's requirement to have multiple usernames and passwords. Supported MFA for users.**
- Created a new bespoke front-end intranet that acts as a single source for many bespoke business tools. This application is built in React / Next.js / Tailwind.css. This acts as an employee hub and hosts tools used by the customer experience team, warehouse team and supply chain team. **A modern and fast application to support the business with an on-brand interface for any bespoke tools required.**
- Developed a new shipping service that can estimate shipping costs using complex carrier rate cards and logic. Built using the Laravel framework. This application accepts a JSON payload that contains an array of items, with attached dimensions and weights. The application then looks at the available rate cards for all carriers and calculates all carriers that would accept the consignment and the estimated cost. Some complex logic includes largest 1st length, largest 2nd length, volumetric weight limits etc. **This saved the business £1,800 in the first week post deployment by allowing the warehouse to select the most cost-effective carrier. This continued to operate well in the business saving close to £100,000 / year of shipping costs compared to previous years.**
- Worked with Magento developers to change the address lookup platform used by the business. We were using a service where we were charged per request, costing the business £20,000+ annually just on address lookups. On review there were other services that were much more cost-effective. Worked with external and internal developers to on-board a newly selected address lookup provider saving close to the total cost of the previous solution. **Saved the business just under the £20,000 moving to a small single annual payment for the new service.**
- Created a relationship with an IT service provider to provide end user support to all staff to replace. **Financial saving on a salary and providing a more reliable and consistent service to the business.**
- Created Celigo integrations from the ground up to support the new Magento 2 web build. This involved needing to complete all training available to up-skill rapidly and creating all integrations to support stock and product data updates, as well as order imports and updates. **Replaced previous unreliable CSV upload method for product data, automate many existing manual functions.**
- Managed our external Magento development agency to complete a new Magento 2 website build. This project went through many owners, ending up with me taking ultimate overall responsibility. I worked closely with internal teams and the agency to get the website build completed and delivered with a successful launch. **Replace the existing and unreliable website, focus on page speed and SEO improvements.**
- Designed and implemented modern development and deployment pipelines from scratch. Using GitHub for version control and CI / CD tools to automate testing and deployments. Implemented not only for new applications using modern tech stacks, but also for some of the legacy applications requiring up-keep and support. **Reduce the risk of bugs in our deployments, reduce time required for testing and deployments.**
- Worked with internal developers to create a new Electron based desktop application to replace an unsupported label printing solution for the warehouse. The existing application was created by a previous external partner. Source code was lost so it was impossible to update, and troubleshooting was difficult due to the vague nature of the error messages. **Replace an unsupported application, posing a potential risk if something goes wrong. Allows us control, ownership and support for our print solution.**
- Developed a new NetSuite map / reduce script that checks if sales orders can be released into the warehouse systems based on available customer deposits and all outstanding or partially fulfilled orders. This script also populates the date the warehouse must fulfil the order by to meet customer expectations. **Automates a large and complex process that is incredibly difficult and time consuming to manage manually.**
- Developed a new NetSuite event script and library that handles more complex transactional email to be sent from NetSuite. The objective of this work is to allow richer content to be included in the email and to better represent the branding of the company. **Allow better product imagery in the transactional email along with including related products and support for the customers new purchase.**
- Developed a new NetSuite map / reduce script that checks for available sales orders that meet certain requirements and send them to 2x review platforms. Communications are managed by the platform themselves; we integrate and add the invitation to the APIs. We also need to work closely with the customer experience team to tweak invitation content (HTML) and timings of invitations. **Integration with 2x review platforms in use by the business to ensure our brand reputation is always improving.**

Senior Engineer & Developer
Central Computers (2013 – 2020)

In house full stack web application developer. My primary focus here was working on a single front-end application and supporting back-end services. As well as providing some support where required for the IT and networking side of the business.

- Created a new small-scale ERP from the ground up that was successfully integrated with several customers.
- Created new storage service built in Go that was able to utilise server storage efficiently and securely. Utilising AES-256 block level encryption and data de-duplication.
- Created a front end that featured dynamic dashboards. A fully featured accountancy system. And fully customisable records and data fields. This used webpack and a JavaScript frontend to render the application, with PHP or Go backend microservices.
- Created a drag and drop automation system that allowed clients to create bespoke workflows in their business. When x changes on record type, execute this action. Actions could be sending an email, creating a new record, and linking to parent records, or updating values based on some logic.
- Created bespoke WordPress themes for clients.
- Designed a cloud infrastructure to host solutions for small businesses. Sourced providers and implemented successfully. Serving web services, terminal servers, email servers and a hosted multi-tenant Microsoft Active Directory Environment.
- Managed installation of new SonicWALL firewall and configuration for business in new office location in canary wharf. Supported this installation with additional support for phone systems changes.
- Successfully built a case for R&D tax relief for the business for bespoke development work.

Third Line Engineer
Connect Support Services (2012 – 2013)

Provided support for nationwide clients and manage and maintain infrastructure. Provide in person support for clients based around London. While I was in this role for a relatively short time, I was able to work with a much broader range of clients and industries and gathered knowledge in their respective areas. I worked with many junior staff and worked with project managers in this time.

IT Support Engineer
Computer Talk (2005 – 2012)

Working in the education sector, providing IT support services moving into server and network builds. Explored several ways to improve services offered and the quality of our implementations. Being my first role in my career, I built my work ethic and troubleshooting abilities here. Moving into full network builds and project management in the later years of this role.

EDUCTION

Microsoft Certifications, including Microsoft Certified Professional
Career based qualifications
2005 - 2013

BTEC National Diploma in Computer Studies
Havering College, Ardleigh Green
2001 - 2003

8 A-C GCSEs
Chadwell Heath Foundation School
1996-2001

SKILLS

Jira, Vercel, Laravel Forge, DNS, JavaScript, React, Next.js, Node.js, Tailwind, Bootstrap, Electron, PHP, Laravel, Docker, MySQL, HTML, CSS, SASS, CI/CD, NetSuite, Suite Script, Celigo, REST API, Postman, WordPress, Shopify, Magento, C#, Unity, Go, Celigo

LINKS

https://www.jamesplant.me/

https://codercave.net/

https://www.jamesplantphotography.co.uk/

https://www.linkedin.com/in/james-plant-7ab317b/

https://github.com/NetworkMonk/