



Senior
Principle
Architect



Senior
Test
Analyst



Operations
Manager



Project
Architect



Product
Manager



Senior
Java
Developer

Green shoots of growth

PCMS career profiles



Jon Woodforth

Senior Principle Architect



Jon Woodforth began his IT career whilst studying for a Computer Science degree at Warwick University in 1998. Working part time for a small software house during his degree gave him the opportunity to put into practice some of the theory learned during the University course. After graduating in 2000 Jon worked for a few small "start-up" companies during the "dot-com boom".

In 2002 Jon joined PCMS as a java developer, initially working on a large PoS implementation project for a leading UK retailer. Jon quickly rose through the ranks to become a senior developer working on major customer projects, as well as playing a key role in the strategy surrounding the core PCMS product offering.

"PCMS gave me the opportunity to use all of my existing skills in a variety of projects and gave me the support and opportunity to input into major strategic direction decisions that affected the course of the whole company. My role wasn't confined to being purely technical; I was given the help, support and training to explore the more strategic and architectural side of my skills ensuring that every day was a challenge."

As a senior developer Jon worked on major Tier 1 projects both in the UK and internationally, spending time in countries such as the USA and Germany. From the role of senior developer Jon moved into the Architecture group at PCMS, having key input into all major projects that PCMS deliver, using his customer facing skills to work with customers throughout the entire project life-cycle.

"Working at PCMS has given me the opportunity to use my technical skills to architect, design and implement leading edge technology solutions, as well as allowing me to use my management and customer facing skills on a number of projects at home and abroad, most recently in South Africa. I've been able to have a significant input into how PCMS practice the art of Software Engineering to deliver a world leading solution that is delivered to customers who find working with PCMS an enjoyable experience."

Jon's current role of senior principle architect allows him to work directly with a diverse group of people from senior management to junior developers and support staff, to ensure PCMS continues to deliver world leading solutions to major customers.

Tom Young

Project Architect



Tom graduated from University with a degree in Computer Science and started his career on a graduate training program before progressing into a Java software development role.

Tom joined PCMS as a senior java developer and worked on the PCMS core product offering, along with projects that involved retail clients as diverse as US based Fred Meyer Jewelers and European Optician, Pearle Vision.

Tom currently works as a project architect on the Pick n Pay project which provides transaction and integration services to a large South African retailer. Tom's role involves taking responsibility for the technical direction and roll-out of the complete software solution. Each of these roles within PCMS has embraced the use of agile working practices, specifically the scrum methodology.

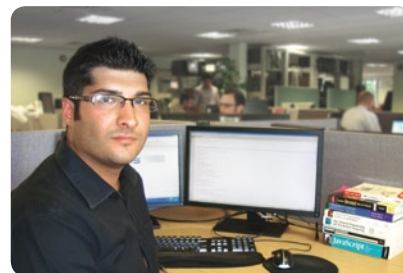
"Working for PCMS has allowed me to use my skills programming with interesting technology and solutions and has also given me the opportunity to travel, take responsibility and affect PCMS's technology roadmap to the benefit of our customers. I also work on implementing software engineering practices within leading edge agile frameworks"

PCMS encourages its employees to get involved in the improvement of the services we offer to customers and also in the way we produce our software.

"The next challenge is to ensure that PCMS stays on industry trend and best practice in how we develop software; making it an informative and rewarding place for developers to work, giving them the agile skills necessary to produce quality deliveries and in turn delight our customers. Producing software is not only about the technologies employed, it is about using them in sustainable ways."

Kalpesh Tanna

Senior Java Developer



Kalpesh joined PCMS as a java developer in August 2008 and has recently been promoted to the role of senior developer. Since joining PCMS, Kalpesh has written software for high profile companies such as Orange, Fred Meyer Jewelers, John Lewis and Waitrose. PCMS is keen to promote from within and encourage every developer to work closely with their line manager to agree objectives that will enable them to progress in their careers.

"PCMS is a great company and really listens to employees; this really heightens the morale within the team and encourages us all to work closely and support is given at each stage of any project or process. From a developer's point of view, this is extremely encouraging as all expansion of ideas are heard and developed, regardless of hierarchy or experience in the project. PCMS respects all employees and trusts in their ability to create and establish themselves in all ventures."

Kalpesh is currently working on a project with the Arcadia Group and has relished the challenge of working and learning with many experienced java developers and architects. This has taught Kalpesh to create well written applications that adhere to a very high set of standards, both internally set and externally set by the Java community. The nature of the work Kalpesh undertakes requires high standards and continuous improvement is necessary to stay on top in today's highly competitive retail environment.

"PCMS offers a great place to work with a real emphasis on continual improvement. My previous employer was a large company and that was also a great place to work but I felt that I needed to work for a company that had much more of a focussed ambition and target. This is why I decided to make the proactive move to PCMS."



Sally Critchlow

Product Manager



Working in retail has been part of Sally's life since the age of 14 when she started serving refreshments at a local sporting club; this was followed by both part and full time roles in a variety of retail organisations. One of Sally's passions has been to gain an understanding of the benefits that technological solutions can bring to businesses and when Sally joined PCMS Group she was able to combine her experience of retail with her enthusiasm for technology.

"I joined PCMS 10 years ago as a business analyst and within 2 months was working on a 400 store roll-out of our system which involved managing trainers and engineers and working with all areas of the business to deliver the project in just 6 months! It taught me a huge amount about our business and our customers and was one of many opportunities I have had at PCMS. Whether it be working on our Loss Prevention solution, Mobile Point of Sale, running requirements workshops or developing e-learning solutions, my role is always about understanding our customers' needs and translating them into a solution."

Sally is now a product manager with BeanStore - PCMS's market leading EPoS and Back Office solution - which gives her the responsibility of supporting PCMS's existing and prospective customers. Sally's role also includes managing the business analysis team who interact on a day-to-day basis with customers.

"PCMS's growth and the ever changing market mean that there will always be new challenges and opportunities for me which will allow me to grow and at the same time contribute to PCMS's success."

Heather Ramon

Operations Manager



Heather joined PCMS in October 2003 as a contact centre telemarketing team leader. As the contact centre grew, Heather's role soon expanded to cover both inbound and outbound responsibilities. Heather was managing teams of up to 12 customer service agents and ensuring that daily customer service levels were being met.

Heather continued in this role for a number of years, gaining valuable experience in line management, managing customer relationships and the day to day running of a busy contact centre. Following a period of maternity leave, Heather decided to move to part time hours to allow her to balance home and work life.

In 2007/2008, Heather was asked to take on the role of contact centre operations manager for a temporary period; this role entailed management of the team leaders, managing relationships with customers, managing budgets and ensuring that forecasts and staffing were correct. On return from a second period of maternity leave in June 2010, Heather agreed to take on the role of contact centre operations manager on a permanent basis and now performs this role on a job share basis.

"I find this role rewarding as I enjoy the planning that is required to ensure that everything runs smoothly. I also have a very supportive team working with me. More recently I have become involved in customer support management and management of a more technical team which is taking my career in a new direction."

Vera Edgar

Senior Test Analyst



Vera began her career in IT 15 years ago, joining PCMS in 2002. Prior to joining PCMS, Vera worked in development, testing and quality assurance roles.

Since joining PCMS Vera has had lots of exposure to a variety of business models within the retail industry including Hospitality, Mobile Phone, Forecourt, Grocery Store and Department Store. Vera's position in the testing team allows her to actively participate in planning, executing and managing the testing phase of a project.

"Interfacing with our clients on a daily basis is essential to understand their business requirements and software acceptance criteria. Without this expertise I would not be able to completely fulfil my goal to become a test lead within Tier One projects."

Along with expanding on her training in all areas, Vera is able to contribute to the company with ideas on how to test more efficiently and effectively. Testing is an essential part of the software development lifecycle in PCMS; a tester is involved in projects right from the beginning of the lifecycle. Testers work as part of a project team to achieve collective goals and not just as a test team in isolation.

"PCMS is very receptive to an idea which empowers me to put these ideas into action within each project I work on."



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