Curriculum Vitae
Ross McKillop

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Personal Information

Name:	Ross McKillop	Drivers License:	Full Clean UK License
Date of Birth:	15th June 1983	Security Clearance:	SC

Employment

2013 - present **Voice Operations Manager, *Simwood eSMS***
Simwood is an innovative wholesale-only VoIP provider offering a market-leading API allowing customers unprecedented control over their VoIP services. As Simwood's Voice Operations Manager I'm responsible for support and ongoing development of their voice platforms.

2012 - 2013 **Freelance**
During this time I worked as a freelance developer and VoIP specialist on short contracts for a number of ITSPs and other technology startups.

2011 - 2012 **Voice Product Manager, *(aql), Leeds***
At (aql) I led development of new VoIP platforms and services and served as the final escalation point for voice support issues. An ISO 9001 and 27001 company I was responsible for designing, documenting and implementing procedures and preparing both internal and customer-facing documentation.

2008 - 2010 **Senior Voice Engineer, *(aql), Leeds***
As a senior voice engineer I was part of the support and development team for a wide range of telecoms products including SIP Trunk, NTS and CTI products alongside innovative services such as email2fax and voice push services.

2007 - 2008 **Web Developer, *Colloquium Internet, Glasgow***
Within Colloquium I formed part of a team of developers, developing standards-based interactive websites in XHTML/CSS with server side processing as well as the deployment and support of Asterisk based IP PBX systems, and WiFi networks including pay-as-you-go hotel networks.

2006 - 2007 **IT Manager, *SNIPEF, Edinburgh***
Within SNIPEF I was responsible for the ongoing maintenance and support of a heterogeneous Windows and Linux based office network supporting around 40 users in addition to ten Regional Officers who access network resources from remote locations via VPN and secure 'extranet' services.

2004 - 2006 ***JustMac Limited, Glasgow***
I worked in a variety of roles both in-store and on-site visits to JustMac's varied customer base (SME and Corporate) in both a sales and support role. I developed the in-house CRM, Stock Control and Purchasing System

Through working at JustMac I gained a comprehensive understanding of Apple's software and hardware, attaining the "Apple Product Professional" certification in Apple's Sales Training programme each year.

JustMac closed shortly after my departure in April 2006

2002 - 2004   **Network Manager,** *ICL Plastics Group, Glasgow*
Responsible for day-to-day network management, and end user support on a UK wide network spanning 5 offices and remote workers with a mixture of Windows, OS X, Linux and thin-clients including legacy serial terminals.

In mid-May of 2004, a tragic accident destroyed our Glasgow site, including the central servers. My job took on disaster recovery role although I left shortly thereafter.

2001 - 2002   **Web Applications Developer / Server Administrator,** *(aq), Leeds*
Within (aq) I was responsible for building and maintaining various web-based applications and sites from (aq)'s own websites and internal systems to large public body customers including work for weatherXchange a joint venture between the Met Office and the private sector.

2001 - 2002   **Network Administrator,** *J&T Group, Glasgow*
Installed and maintained the network for the J&T Group. The group comprised 4 companies and around 30 windows workstations with Linux central servers.

Business Interests

Ossian Telecom Limited
Ossian was a small telecoms service provider (known to Ofcom as a PECS). The assets of which were acquired by another operator in mid 2012

StageLamps Limited
StageLamps is primarily an online store selling specialist lamps and consumables to the entertainment industry. I've developed a number of bespoke functions atop an open source shopping cart to integrate directly with a number of suppliers. Created in less than a week to fulfill a gap in the market, stagelamps.co.uk has grown considerably in a short time.

stagelamps.co.uk

Education

2000 - 2003   **University of Glasgow**
I studied BSc Computer Science at the University of Glasgow to Third Year Level. I left the University due to personal and financial constraints. I remained involved with the University for some time through GUST (Student Television)

1995 - 2000   **Williamwood High School, Glasgow**
During my time at Williamwood High I achieved 5 Highers including grade 'A' results in English (SCE Higher), Computing and Mathematics.

Relevant Skills and Technical Experience

I have a good knowledge of VoIP telephony including the underlying SIP protocol and have been responsible for a number of large-scale deployments of Asterisk and FreeSWITCH based platforms. I also have some knowledge of OpenSIPS / Kamailio, and good knowledge of common Linux server applications (e.g. Nginx, Apache, Bind, Postfix, MySQL)

I have some experience building and maintaining scalable platforms based around 'new' technologies such as Redis, Node.js and NoSQL DBs such as Mongo where appropriate.

I have experience with Linux, Macintosh (Mac OS X) and Windows based Operating Systems in both server and client environments. I am proficient in (X)HTML, PHP, MySQL and have some knowledge of other scripting languages.

I have a personal interest in design, multimedia and video production and have some experience with the Adobe Creative Suite applications and Apple's Final Cut suite. I am responsible for the design and brand identity used by Ossian Telecom, StageLamps, Archilamps and others.

I am comfortable speaking to a group e.g. during presentations or training, and presenting and discussing technical information in an understandable and professional manner and have acted as a court witness in this capacity professionally with respect to VoIP fraud and misuse of services.

Although not related to my work I was involved in an attempt to shape the future of the West Coast Main Line by means of an 'ePetition' which was extremely successful and led to me being interviewed by many media organisations including appearing live on BBC News Channel and BBC Radio on a number of occasions which dramatically improved my confidence speaking publically or producing statements for publicity.

Other Interests

I have a keen interest in Technical Theatre particularly Lighting Design and Stage Management. In this capacity I have been involved in numerous productions and events of various size including being part of the venue management team of several venues at the Edinburgh Festival Fringe. I have also received training in the field of pyrotechnics.

I believe I have gained a great deal of experience in event and project management through this work. Additionally, In my capacity as a Theatre Technician, I have also gained a good understanding of safe working practices applicable to many different environments.

I have a good working understanding of the Electricity at Work and Health & Safety regulations regarding Access, Electrical Safety, Fire Safety and Evacuation and Public Event Safety all of which can be applied to the workplace. My electrical knowledge gained within the theatre environment has proven to be invaluable applied elsewhere i.e. in the datacentre and in rewiring my own home.

I am a member of BECTU, the Association of Lighting Designers (ALD) and the Association of Stage Pyrotechnicians (ASP)

I have always had an interest in aviation, and am actively training towards my PPL(A) – time and budget permitting – at Glasgow Prestwick Airport using a Piper PA-28 aircraft.