Mark James Ferguson

4 Tighnasheen Way

Blantyre

Glasgow

G72 9AL

Mobile: +44 (0) 7429 572057

Email: **mjferguson404@gmail.com**

Website: https://markf.dev

Profile

Software Engineer with approximately nine years of experience developing, maintaining and enhancing business-critical internal and customer-facing applications. Experienced in full-stack development across multiple technologies, system integration, application security, and supporting complex legacy systems. A practical problem-solver who works collaboratively with teams across the business to deliver new products, improve existing services, and find effective technical solutions to business challenges. Proven experience improving operational efficiency, strengthening application security, and modernising development processes.

Highest Educational Qualification

Diploma of Higher Education in Computing Science - University of the West of Scotland, Paisley

References

Anne Bryson, Head of Development, Iomart Group Plc, Glasgow.
anne.bryson@iomart.com, mob: +44 (0) 7970 396569

Career Summary

October 2017 – October 2026: Developer, Iomart Group PLC Glasgow.

Software Developer responsible for maintaining, enhancing, and supporting a range of internal and customer-facing business-critical systems used to manage customer accounts, domains, hosting, email, cloud and dedicated servers, Microsoft 365 products, sales, billing, reporting, and service provisioning. Work closely with teams across the business to translate requirements and operational needs into new features, products, integrations, and system improvements. The role combines full-stack development, legacy-system support, application security and performance, technical problem solving, and Agile development practices.

Key Responsibilities

- Develop, maintain, and enhance internal and customer-facing applications supporting core business operations and customer services.
- Collaborate with commercial, support, operations, and other technical teams to analyse requirements and deliver new products, features, and improvements.
- Maintain and integrate legacy systems across multiple technology stacks, providing technical solutions where existing platforms have limitations.
- Identify and implement improvements to application security, including multi-factor authentication and customer verification solutions.
- Investigate and resolve application, integration, and production issues, providing technical support across legacy and modern systems.
- Manage the development team's ticket queue, prioritising and assigning work to team members while handling technical issues directly where appropriate and ensuring timely resolution.
- Develop and maintain integrations between customer-facing applications, backend services, billing systems, reporting platforms, and automated provisioning systems.

- Work within an Agile development environment, contributing to iterative development, prioritisation, testing, and delivery of software changes.

Key Achievements

- Successfully delivered new products and services from business requirements through to implementation across multiple interconnected systems.
- Consolidated legacy product lines, simplifying operational processes, reducing ongoing maintenance overhead, and supporting increased revenue.
- Migrated source code repositories from CVS to GitHub, improving visibility of code changes and enabling a more efficient code review and development workflow.
- Implemented multi-factor authentication within the customer control panel, strengthening account security for a platform used by thousands of customers.
- Developed a Java-based TLS compatibility solution for legacy software that could not support newer TLS protocols, allowing continued secure operation without requiring a costly and time-consuming platform upgrade.
- Integrated aftermarket domain search functionality into the backend ordering platform.
- Developed and enhanced reporting and analytics capabilities to provide the business with improved visibility of performance and operational efficiency.
- Implemented improvements to automated provisioning processes, helping reduce support overhead and improve operational efficiency.
- Developed customer support security features, including a support PIN verification system within the customer management and billing platform.
- Delivered new and enhanced ordering wizards on the public-facing website to improve the customer journey and reduce ordering errors.

Technology

ColdFusion, Java, Ruby on Rails, Perl, PHP, JavaScript, HTML, CSS, SQL, GitHub, CVS, REST/API integrations, automated provisioning systems, relational databases.

Systems & Platforms

Customer control panel, reseller control panel, e-commerce/backend shop, public-facing website, customer management and billing platform, reporting and analytics applications, sales lead management system, and service provisioning platform.