

## **SUMMARY OF EXPERIENCE:**

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With over 12 years broad industry experience across a number of technical and management roles including infrastructure support and architecture, applications support, business systems and project management, database administration and warehousing, messaging systems, internet services and network security I have the qualifications, industry experience and professional commitment you are looking for to expand your core business and improve your existing services.

## **EDUCATION:**

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**Bachelor of Information Technology** (CSU, Australia – 18/24 UC)  
**Diploma of Information Technology - Network Technologies** (CSU)  
**Diploma of Information Technology - Software Development** (ANU)

## **PROFESSIONAL CERTIFICATIONS:**

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**Microsoft Certified Systems Engineer (MCSE+I NT4, MCSE 2000, MCSE 2003)**  
**Microsoft Certified Database Administrator (MCDBA SQL2000)**  
**Microsoft Certified IT Professional (MCITP SQL 2005)**  
**IBM Certified Database Administrator (DB2 UDB 8.1)**  
**IBM Certified System Administrator (WebSphere MQ v5.3, MQ v6.0)**  
**Cisco Certified Network Associate (CCNA)**  
**CompTIA (A+) - Certified Hardware/Network Professional**

## **EMPLOYMENT HISTORY:**

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Title: **Change Program Production Systems Manager**  
Dates: **2005 – Current**  
Status: **Contractor**  
Employer: **EDS – Australian Taxation Office Account**

Contract Deliverables:

- Provide a key leadership role managing and supporting all enterprise wide application releases into the ATO's midrange managed production environment.
- Deploy, configure and support application, web and database services, consistent data elements and open messaging standards within a complex, enterprise wide architecture.
- Provide advise to application developers, project managers, change and release managers, program directors as well as the commissioner for taxation while representing EDS across a broad spectrum of business interests.
- Promote skill sharing both internally and in response to level 3 support provided to the ATO.
- Provide advise on industry standard best practices both to the ATO and EDS internal services.

Achievements:

- Successfully deployed and configured IBM WebSphere MQ middleware services throughout the ATO's midrange managed environment in support of change program application services.
- While working under strict timelines and with limited resources I was able to manage the successful release of the ATO's highly publicised change program release 1 and 2 initiatives including all supporting web, database and application services, Content and Document Management services, ETL mainframe migration and Siebel CRM (Web, Application, Gateway, EIM, WorkFlow, Actuate) services into the midrange managed environment.

Title: **Applications Analyst**  
Dates: **2003 – 2005**  
Status: **Contractor**  
Employer: **Australian Taxation Office**

Contract Deliverables:

- Deploy, configure, support and monitor business critical production application, web and database services within the ATO's enterprise data centre.
- Author operational procedures, technical monitoring and design documents
- Review and revise project plans, change requests, design and monitoring documents.
- Implement and support large scale messaging systems including WebSphere MQ.
- Develop maintenance scripts and toolsets to improve monitoring and alerting capabilities.
- Design and implement high availability, redundant application and infrastructure solutions.

Achievements:

- Design and implementation of an EFIX level 4 environment which included over 70 web, application, database and infrastructure servers within a 3 month period under tight deadlines.
- Redesign and implementation of the ATO's centralised production monitoring capabilities using Microsoft Operations Manager to facilitate greater scalability and easier management.

Title: **IT Manager**  
Dates: **2000 – 2003**  
Status: **Permanent**  
Employer: **Quest Solutions**

Position Requirements:

- Manage all aspects of a small-medium sized organizations IT infrastructure.
- Design, implement, support and monitor the organizations LAN / WAN infrastructure, network security, client / server network, email systems, internet services, backup and recovery solutions and database systems.
- Develop and enhance process models, policy documents, technical procedures, training manuals and change management practices.
- Liaise with service providers, resellers, technical specialists, clients and senior management.
- Develop staff training programs both online and classroom driven.

Achievements:

- Design and implement a WAN solution migrating from an existing ISDN service to implementing VPN channels over the public network.
- Design and implement an intranet and internet capability incorporating integrated search capabilities, secure access to training materials and the introduction of billing services.
- Design and implement an enterprise backup / recovery solution with Veritas Backup Exec using open file backups and disk based recovery options to facilitate minimum loss of data while supporting rapid recovery from critical server failures.
- Upgrade the client / server LAN environment from Windows NT4 to Windows 2000 across nine geographical locations within a 10 week period to meet contractual obligations.
- Redesign the organisations firewall and email services facilitating integrated

user / group management through Active Directory while introducing of a layered security model.

Title: **Systems Administrator**  
Dates: **1996 – 2000**  
Status: **Permanent**  
Employer: **Australian Communications Authority**

Position Requirements:

- Undertake the role of Systems Administrator for the authorities Banyan VINES network.
- Manage all aspects of the authorities internal and external data security requirements.
- Design, implement, test and document the authorities backup and recovery solution.
- Monitor and support the authorities LAN / WAN infrastructure across all capital cities.
- Develop technical procedures, functional specifications and disaster recovery procedures.

Achievements:

- Develop and implement a user migration strategy from Banyan VINES to Windows NT4.0.
- Perform a rolling upgrade from Banyan VINES to Windows NT4.0 using shared authentication standards and common services.

Title: **Systems Engineer**  
Dates: **1994 – 1996**  
Status: **Permanent**  
Employer: **Spectrum Management Agency**

Position Requirements:

- Manage the daily functional requirements of a medium-sized helpdesk.
- Provide remote access support to field staff.
- Provide technical support to agency based clients.
- Participate in research and development projects and assist the software development team

Achievements:

- Perform an extensive review of mobile computing platforms for field staff.
- Development and implementation of a remote access solution.
- Undertook an extensive re-work of existing disaster recovery procedures resulting in detailed recovery planning for a mixed server platform using consistent data recovery processes.

**TECHNICAL SKILLS:**

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Applications: **Siebel CRM (Web, Application, Gateway, EIM, WorkFlow, Actuate)**  
**DataStage Extract Transform Load (ETL)**  
**Enterprise Application Integration (EAI)**  
**IBM Document Manager (DM)**  
**IBM Content Manager (CM)**

Databases: **DB2 UDB 8.1 - 8.3**  
**SQL 2000**  
**SQL 2005**  
**Sybase 6.5**

**Middleware:** IBM WebSphere MQ  
 IBM Message Broker  
 IBM Configuration Manager

**Server:** Microsoft Internet Security and Acceleration Server (ISA)  
 Microsoft Active Directory Application Mode (ADAM)  
 Microsoft Windows NT/2000/2003 Enterprise Servers  
 Microsoft Internet Information Services  
 Microsoft Clustering Services (MSCS)  
 Microsoft Domain Naming System (DNS)  
 Microsoft Active Directory Services  
 Microsoft Exchange 5.5 / 2000  
 Microsoft Application Center  
 Microsoft Operations Manager

**Enterprise Hardware:** HP Proliant DL380, DL580 Servers  
 HP Integrity SuperDome  
 HP BL20P G3 Servers

**Enterprise Storage:** EMC DMX2000 Storage Area Network (SAN)  
 IBM Total Storage Area Network (SAN)  
 Tivoli Storage Manager (TSM)

**Enterprise Backups:** HP StorageWorks Enterprise Systems Library  
 Veritas Backup Exec  
 Veritas NetBackup

**Networking & Protocols:** TCP/IP, AppleTalk, NetWare  
 Virtual Private Networks (VPN)  
 Integrated Services Digital Networks (ISDN)  
 Frame Relay Services  
 1000 Base-T Ethernet  
 Wireless Services  
 Fibre Optic Networks

**Programming & Scripting:** Visual Basic (VB, VBS)  
 Visual C++  
 ASP.Net  
 HTML  
 Windows Scripting Host

**REFERENCES:**

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AVAILABLE ON REQUEST