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How do you maintain one of the biggest Government agency applications, integrate new legislative changes, with the peace of mind it will be technologically relevant in years to come?

This is just one of the challenges I have been faced with in my role at Datacom.

WORK EXPERIENCE

Datacom

Development Support Analyst

Wellington, New Zealand

Sep. 2012 – Present

Development:

- Development to functional specifications to meet business requirements of the Customer
- Solving issues when they arise within the Development Life Cycle
- Waterfall / Agile Development

Production Support:

- Defect analysis from initial investigation to final solution
- Day to day problem solving (using JIRA)
- P2 Production issues / Resolving showstoppers (P1)
- Solution verification and testing
- 24/7 On-Call Support
- Support of development and test environments

Test Support:

- Supporting test team with test scripts
- Providing performance reports of production and testing environments
- Creating automated test scripts using Watir (Open Source Ruby Tool for Automation)
- Managing automation of test scripts

Other:

- Wellington's subversion (SVN) administrator
- Assisting vendors in application upgrades and integration of services

Turbo Web

Web Developer

Dunedin, New Zealand

Nov. 2011 – Sep. 2012

- Provided Web based solutions for clients
- Improved clients businesses through online marketing
- Built websites that were effective, efficient and to a high industry standard

University of Otago

IT Helpdesk Technician

- Provided IT support for University staff members
- Fixed technological problems when they arose
- Solved problems on a daily basis

Dunedin, New Zealand

Apr. 2011 – Sep. 2012

SKILLS SUMMARY

Attributes

- Friendly and approachable to clients
- Fast and efficient service
- Ability to deal with complaints and conflicts appropriately and effectively
- Ability to work well as part of a team or unsupervised
- Following instructions efficiently
- Relate well to others
- Reliable, courteous and well-presented professional demeanour
- Excellent computing and oral communication skills
- Dedicated work ethic
- Caring, attentive and always giving 100%
- Enthusiastic and outgoing

Technical Skill Levels

<u>Skill:</u> <u>Level:</u>						
	Beginner		Intermediate		Advanced	
HTML / CSS						
PHP / MySQL / Adobe Photoshop						
ASP.Net / JSP / Ruby						
JavaScript / jQuery						
PL/SQL - SQL						
VB6.0 / Shell Scripts						
Oracle 11g / Toad / SQL Developer / WebLogic 11g						
Subversion / Linux / Microsoft Systems						
Java / Eclipse / Oracle Reports Developer						
Spring MVC / Python / PowerShell						

PROFESSIONAL DEVELOPMENT

Peoplecert

ITIL® Foundation Certificate in IT Service Management

Wellington, New Zealand

2015

Oracle
Oracle PL/SQL Developer Certified Associate
Oracle Database 11g Administrator Certified Associate

Wellington, New Zealand
2014

EDUCATION

Otago Polytechnic
Bachelor in Information Technology
Certificate in Information Service and Support
Certificate in Network Administration

Dunedin, New Zealand
2008–2012

INTERESTS

Sport:

- Involved in Rugby, Soccer, Basketball, Dragon Boating, and Soccer teams
- Participated in multiple running events including Rotorua Full Marathon, and The Goat (22km hill climb around Mount Tongariro)
- Training for a charity event called IT Heavy Hitters, which is a boxing event to raise money for the Key of Life charitable trust'

Music:

- Formal training in Keyboard, Guitar and Drums

REFERENCES

Available on request.