GORDON CARR-GREGG

gordon.cg@gmail.com
(m) 0405 837 047
carr-gregg.com

69 Denison St
Camperdown NSW 2050
Linkedin: http://goo.gl/u1F1Ft

Curriculum Vitæ

Statement:

Pursuing opportunities to apply developing business acumen to technology management and enthusiastically participate in thought leadership. I value challenge, passion and deft communication above all else and believe that empowered collaborative teams are able to champion innovation and achieve not only results driven delivery but go above and beyond for the customer.

Relevant Skills:

- Digital Media product strategy, development and delivery.
- Technology management, cross-platform solution architecture design.
- Consistent clear communication and stakeholder management skills.

Education:

- 2013-2014 Leadership Development in the **Telstra Graduate Program**, with focus areas of media delivery & technology management
- 2011-2012: Completed a **Masters of Animation** program at the Faculty of Design, Architecture and Building. UTS, City Campus.
- 2007-2010: Studied for and completed a **Bachelor of Digital Media Degree** at the University of New South Wales, COFA campus.
- 2006: Graduated with HSC from Sydney Grammar School
- 2008-2009: Completed CERT 3 in Customer Contact at TAFE
- 2011: Hold current RSA, RCG & FIRST Aid Qualifications.

Employment:

2013-2014 Employed in the TELSTRA GRADUATE PROGRAM
Rotation Opportunities Included:

Telstra - Westpac exchange pilot, Westpac WorkSMART

- Solution Architect
  - Design & Build Proof of Concept for next generation Digital signage solution for Westpac Group corporate sites. New Internal comms solution & iptv backbone.

VOD Services - Paylite, Digital Media & IPTV, Telstra Media

- Business Analyst - Media Curation
  - Conducted Analysis across Digital Movies/TV Rentals service library to optimize content selection for ingestion.
- Publishing/Promotion Trafficking
  - Created & Authored process documentation for Handling of Daily Promotional Trafficking across cross-platform transactional vod service
- Change Management
  - Coordinated the migration of edm publishing and content ingestion support activities from Telstra Media to Chief Entertainment.

GORDON CARR-GREGG

gordon.cg@gmail.com
(m) 0405 837 047
carr-gregg.com

69 Denison St
Camperdown NSW 2050
Linkedin: http://goo.gl/u1F1Ft

- Operations Management
  - Managed Operations project to Migrate Content Delivery solution for Streaming Transactional VOD service to new technology solution behind Adaptive CDN Network technology.

Media Architecture - Informations Technology Solutions, Telstra Operations
- Solutions Architect
  - Coded and coordinated accuracy improvements to Electronic Program Guide on Telstra TBOX. ½ a Million in market devices.
  - Authored Data Migration Strategy for 45k Customer Billing Records between two major internal systems for Foxtel On TBOX service.
- Jnr Technology Manager
  - Coordinated facilitation of Technology Vendor negotiations and Tech Demos for Telstra Directors on Next-Gen Media Hardware
- Service Delivery Manager Secondment
  - 3 months as Operational Manager for a trial Content Aggregation, Delivery & Archiving service, during Contract Negotiation project phase.
  - Operationalised Digital Content Delivery & Rich Media Encoding between International UK & US partners and FOXTEL's Inbound Content Coordination team.
  - 400 hours content p/w in proof of concept Project Phase.
- UI/UX Creative/Design
  - Design and coded mockup for TBOX Interstitial Overlays device strategy.
  - Created Visuals for Visual Modelling / Mapping of DVN Network

2011-2012: **Telstra Plus Premium Support. (Now Telstra Platinum)**
Positions Included:
- Bundles Team Outbound Support - With the launch of the new Telstra Bundle packages providing included Premium IT Support to select Telstra Consumer, Business Enterprise and Government Clients. Including Telstra Plus Promotion and Cross-Selling Additional Telstra Plus and Bigpond Services/Products
- Inbound Hybrid Sales & Service - Providing Premium IT Support and Advice Services on a variety of IT issues to Telstra Plus clients and scheduling / managing appointments for Telstra Plus field Product Support Personnel & CT's
- Handling billing, subscription & warranty support, BBHD & BPTS leads & referrals
- Apple SME support for Telstra Plus Service
- SME for course development for Telstra Plus Training materials for Telstra Learning Academy

2008-2011: **Telstra Bigpond on contract with Salmat Salesforce**
Positions Included:
- Deployment Support Officer (1 year)- Management role for co-ordinating the troubleshooting technical errors with the roll-out of a new billing & client management support system across all Telstra, Bigpond & Foxtel services. Coordinated with Team Leaders to support staff escalations in the largest corporate IT transformation in the southern hemisphere to implement CRM SIEBEL to the bigpond sales and support channel.
- Induction and Activations Course Trainer (6 Months) - Responsible for the care & month long technical training for new staff to Telstra Bigpond as Salmat Contractors including system support, revision and update of training materials & business principles and strategies.
- Weekend Systems lead (6 months) - Responsible for the technical running of IT infrastructure

GORDON CARR-GREGG

gordon.cg@gmail.com   **69 Denison St**
(m) 0405 837 047   **Camperdown NSW 2050**
carr-gregg.com   **Linkedin: http://goo.gl/u1F1Ft**

and workforce management over weekends.
- Back of House (8 months) - technical role of case-based client management for programming errors with the creation of new broadband connections for Business & Residential Customers.
- Customer Service Representative - Billing & Activations support for a variety of Telstra Services.

Technical Skillset
- **Autodesk digital production pipeline.**
- **Vicon IQ motion capture production process.**
- **Zbrush**
- **Ruby on Rails**

References:

Rabih Mourad,
Telstra Plus Senior Team Leader

Justin Harwood,
Telstra Bigpond Team Leader

Please confer with Gordon for References contact details.

Personal Details:
- Age & DOB: 26 years, 20-02-1988
- Nationality: Dual Australian & UK Citizen
- Outdoor adventure enthusiast. canyoning, climbing, skiing & diving
- City of Sydney, State Emergency Services - Rescue Team Leader
- Freelance 3D Animator & Game Design Developer.
- Boy Scout, Venturer & Rover
- Australian Australian Air Force Cadets Corporal.

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.
Gordon Carr-Gregg