

Skillset:

Digital Media product strategy, planning, development and delivery.
Technology management, cross platform solution architecture design.
Full pipeline creative Digital Production skill-set for moving image media, digital composite, specializing in 3D Animation.
Enthusiastic & Passionate. Dedicated & Focused.

Study:

- 2011-2012: Completed a Masters of Animation program at the Faculty of Design, Architecture and Building. University of Technology Sydney, City Campus.
- 2007-2010: Completed a Bachelor of Digital Media Degree at the University of New South Wales
- 2006: Graduated with HSC from Sydney Grammar School, Darlinghurst.
- 2008-2009: Completed CERT 3 & 4 in Customer Contact at TAFE through employment.

Employment:

2013-2014 Employed in the TELSTRA GRADUATE PROGRAM

Rotation Opportunities Included:

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

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

GORDON CARR-GREGG

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2011-2012: Employed as a Hybrid Sales/Service Technician for **TELSTRA PLUS PREMIUM SUPPORT**

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: Employed in a Variety of Roles by **TELSTRA BIGPOND & 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 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.