



Gavin
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ABOUT ME

I am an IT Manager, Project Manager and Cloud Computing systems specialist with 20 years of experience.

What sets me apart from other IT professionals are my soft skills. I am a social person; I enjoy and work well with people, not just computers. I have a love for the socio-technical aspect of computing not just the technology. I am experienced and skilled at getting people to work with technology, not against it.

EDUCATION

Bachelor of Science (Honours) In
Computing & Information Technology
and Design

The Open University (UK)
2009-2015

Advanced Diploma of Information
Technology Project Management

TAFE NSW
2018-2018

Certificate In Information Technology and
Computing

The Open University (UK)
2009-2010

Secondary Education

Menai High School (Sydney Australia)
1994 – School Certificate
1996 – Higher School Certificate

Nationality

Dual Australian and British Nationality

EXPERIENCE

IT Manager & Systems Engineer

Heckler/Sydney & Singapore/2018-2020

Heckler is a leading post-production company with headquarters in the historic Paramount House building in Surry Hills, Sydney. A second post-production house is located in the beautiful district of Telok Ayer in Singapore.

Key Tasks:

Responsible for the entirety of the Group IT; Management of the infrastructure of both the Sydney and Singapore offices. Management of IT Staff and contractors, IT budgets, IT projects, R&D and management of all associated IT systems used in the company. I reported directly to the company partners.

Key Achievements:

Heckler are one of the premier post production houses in Australia. Their needs range from the basics of email communications and file storage through to complex GPU pipelines for their 3D FX renders and edits.

When I started at Heckler there was no backup regime, I was able setup, automate and manage a 3-2-1 Backup system.

Through working with the business partners and reviewing budgets we were able to grow our GPU Deadline farm by over 600% from their previous setup and also include redundancies of cloud based GPU farms.

Whilst at Heckler I was able to set up and manage the Singapore Office, which was my proudest achievement. I was able to setup and have the IT Systems of the Singapore office fully operational in one month from obtaining our office lease; working with the partners in the company and finding suppliers and procuring needed resources, I was able to Project Manage the setup both remotely in Sydney and on the Ground in Singapore. The project came in on time and on budget.



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PROFESSIONAL CERTIFICATIONS

G Suite Administrator Fundamentals
Apple Certified System Administrator
Apple Certified Associate - Mac Integration
Apple Certified Support Professional
Apple Certified Technical Coordinator
Apple Certified iOS Technical Training
Information Technology Information Library (ITIL) | V3
Foundation
Evernote Certified Consultant
Remote Pilot Licence (RePL) | Civil Aviation Safety
Authority

PROFESSIONAL SKILLS

Project Management
IT Management
Staff Management
Cost accounting / Budgeting
IT Training
Cloud Computing
Web content development
Apple Systems Specialist
Copywriting
IT Documentation
Disaster Recovery Documentation

PERSONAL SKILLS

Creative spirit
Organised
Time management
Team player
Motivated
Can work autonomously
Not too nerdy!

HISTORIC EXPERIENCE

Please visit my LinkedIn Profile for further history and
references: bit.ly/gavinsimms

Owner/Consultant

Cider IT/Sydney/2013-2018

Cider IT is a Creative IT Consultancy company based in Sydney.

Key Tasks:

Managing; clients, contractors, finances, new business and management of
all associated systems used both by the company, and our clients.

Key Achievements:

I set up Cider IT as I had managed to generate some interest in 'Apple-
Centric' business computing from contacts I had met networking in the move
back to Sydney. Through experience, recommendations and sitting the
technical exams for the company I was able to enrol Cider IT to the Apple
Consultants Network (ACN), which gave us access to Apples internal
resources for both ourselves and our clients; and became one of the premier
specialist consultancies in integrating Apple into Business environments.

Since opening, Cider IT branched out from our original Apple-Centric origins
to working with and advocating cloud based services such as G. Suite,
Microsoft 365, AWS, Xero, Dropbox, SquareSpace and Evernote.
Owning the business gives me unique insights, not only into the technical
side of operations, but in all aspects of managing a business.

My key achievement was that I was able to, in a short period of time, build
the company to a sustainable amount of growth and enjoy the work.

Apple Subject Matter Expert (Apple SME)

Cisco Systems (Contract: Nexus/IBM/Cisco) /Sydney/2012-2013

Key Tasks:

Providing escalated support to Cisco internal users for Apple products and
Internal Apple Support training for the Sydney Office of the GTRC (support
centre)

Key Achievements:

Historically there was no support for Apple at Cisco, and with more than
16,000 Apple users at Cisco I was granted the chance to support the Apple
users, whilst advise management and train the internal support department
in the Sydney support centre on all things Apple. I also prepared training
documentation for the Indian and Chinese support centres.