

Professional Profile

Adam joined the IT industry in 2001 with IBM Canada. Adam is a customer focused, detail and results oriented performer with 11 years of infrastructure deployment, rollout and system analysis and deployment experience at progressively senior levels.

Highly versatile and adaptable with a proven track record of successful project delivery with overlapping schedules and priorities, Adam's area of expertise is in technical solution delivery, systems analysis, systems integration and project management.

Adam executes initiatives in a thorough, focused and methodical manner and is consistently recognised for excellent customer service. He has industry experience within the financial, education, water and electricity utilities, and government sectors as well as international experience in Canada and the United States.



Adam Makowiecki

PERSONAL DETAILS

|  |  |
| --- | --- |
| Name | Adam Makowiecki |
| Position: | ICT Consultant |
| Industry Experience: | Since 2001 |
| Professional Education: | Diploma in Software Development and System Analysis, Honours  Seneca College of Applied Arts & Technology, North York, Ontario, Canada, 2003 |

KEY PROFESSIONAL COMPETENCIES

|  |  |
| --- | --- |
| Project Management (PMBOK & PRINCE2) | System Analysis and Design |
| ICT Infrastructure Deployment | Interface Design |
| System Integration | System Implementation |
| System Evaluation | Team Management and Leadership |
|  |  |

OTHER PROFESSIONAL COMPETENCIES

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| --- | --- |
| Tender/Proposal Evaluation | Tender/Proposal Writing |
| Management Reporting | System Support |
| Business Process Re-engineering | Technical Writer |
| Business Improvement | Technical Trainer |
| Business Analysis | Documentation |
| System Administration |  |

KEY TECHNICAL COMPETENCIES

During his career in Information Technology, Adam has been involved with a wide range of technologies and platforms. Adam’s technical experience has encompassed desktop, server, storage and network hardware rollouts and refreshes; deployment of core server, network and storage infrastructure in various locations and data centres; deployment of software and managed operating environment solutions; IP Telephony and Unified Communications deployment; architecting technology and supporting various applications and information systems. Technologies Adam has focused on include:

* VMWare vSphere, ESX(i) 4.X
* Citrix XenApp, MetaFrame
* NetAPP storage arrays including SnapManager, SnapMirror applications
* EMC Storage Arrays including CLARiiON, Symmetrix VMAX and VNX models and Replication Manager, SRDF and VPLEX tools
* Core and edge Cisco switches and routers, ASAs, ISRs; F5 BIG-IP appliances
* Various IBM, Dell, HP, Cisco and Sun SPARC server hardware
* Windows Server 2003/2008 R2
* Windows XP/Vista/7; Sun Solaris
* Microsoft SCOM 2007, SMS 2003, SCCM 2007
* Microsoft DirectAccess, Active Directory, Exchange
* Microsoft Forefront: Threat Management Gateway, Endpoint Protection, Identity Manager, Unified Access Gateway
* Microsoft SQL Server 2005/2008 R2; Oracle 10i, MySQL

Adam has worked with many ICT vendors and has the knowledge and ability to evaluate and integrate technology products to meed application and business requirements. He is highly versatile and has experience across all enterprise architecture domains. Adam excels at process automation and re-engineering as well as system integration and developing interfaces. His experience in systems analysis and integration ranges from small client-server applications to enterprise, multi-tier, clustered applications including asset management, order management, web content management and billing systems. Key systems and applications Adam has experience with include:

* Gentrack Velocity 4 billing system
* Microsoft SharePoint (Record Point), HP TRIM, Hummingbird, and Objective document management systems
* Business Objects Enterprise XI 3.1
* Autonomy Interwoven TeamSite and Microsoft Sharepoint Server content management systems
* OSI Pi
* Cisco Call Manager
* SAP
* HP OpenView (Peregrine), ReadyDesk service centre products
* Accellion Secure File Transfer security appliances
* HP Asset Manager, IBM Lotus Notes/Domino custom asset management systems
* Remedy Action Request System customised IBM order management system

Adam has been involved in projects valued at many millions dollars and lead teams of up to 20 staff members across several geographical locations. He has been responsible for the provisioning of ICT services, procurement of large scale ICT equipment, pre-sales and strategic planning as well as hiring and training technical staff.

AREAS OF EXPERTISE

|  |  |
| --- | --- |
| ICT Infrastructure Deployment (Server/Network/Storage) | Storage Area Network s(SAN) |
| Billing Systems | Order Management Systems |
| IP Telephony and Unified Communications | Telecommunications |
| Desktop Refresh/Rollouts | IP Networking |

MAJOR INDUSTRY EXPERIENCE

|  |  |
| --- | --- |
| Government (State / Federal) | Finance and Insurance |
| Local Government | Education |
| Utilities – Water, Electricity |  |

PROFESSIONAL TRAINING

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| --- | --- |
| Project Management Institute, PMP Certification | In Progress |
| PRINCE2 Foundation | 2012 |
| ISO 9001:2008 Quality Management System Training | 2008 |
| IBM Project Management Certification | 2008 |

EMPLOYMENT HISTORY

Legend

Dialog Assignments

Other Employers

[Powerlink Queensland](#_Toc335644442)

[Project Manager/Systems Analyst Oct 2011 - Sep 2012](#_Toc335644443)

[Allconnex Water, QLD](#_Toc335644444)

[Technical Project Lead Aug 2010 - Oct 2011](#_Toc335644445)

[Department of Education and Training, QLD](#_Toc335644446)

[Project Manager/Business Analyst Jan 2010 - Aug 2010](#_Toc335644447)

[IBM Canada LTD, Toronto, Canada](#_Toc335644448)

[Project Coordinator/Junior Project Manager Jan 2005 - Dec 2009](#_Toc335644449)

[Technical Analyst & Team Lead (Co-op 2001-2003) 2001 - 2004](#_Toc335644450)

DETAILS OF DIALOG ASSIGNMENTS

Powerlink Queensland

Project Manager/Systems Analyst Oct 2011 - Sep 2012

| Duties | Skills Employed |
| --- | --- |
| Project Management of a portfolio of concurrent ICT projects.  Relationship building across both business and technology areas.  Develop appropriate project products (e.g Project Proposals, project briefs, project plans, project schedules) across all stages of projects.  Coordinate refreshes and deployment of ICT infrastructure.  Plan and manage system implementation cutovers and various level of system testing.  Manage internal and external vendor resources to deliver outcomes.  Plan and manage system commissioning and handover activities.  Write tender specifications and lead tender evaluations.  Produce various levels of project reports. | Project Management  System Analysis  Solution Architecture  ICT Infrastructure Deployment  Tender/Proposal Evaluation  Procurement under Queensland GITC  Technical Writing |

Client Background

Powerlink Queensland owns, operates, develops and maintains Queensland’s world-class $6 billion high voltage electricity transmission network, which transports electricity in bulk from power generators to the regional distribution networks (owned by Energex, Ergon Energy, and Essential Energy) which then supply around two million electricity customers.

Project Background

Adam reported to the IT Program Manager and was responsible for the planning and execution of several projects with the ICT Infrastructure and Energy Management System programs.

IP Telephony and Unified Communications Deployment Project

Delivery of Project Proposal for the replacement Powerlink’s existing Corporate time division multiplexing (TDM) telephone PABX systems with an enterprise Voice over IP (VOIP) system including deployment of ~1300 IP handsets and unified communications to various corporate and branch offices.

Assignment Details

* Performed discovery activities of the current business procedures and system state relating to the existing traditional PABX telephony systems
* Delivered business and technical requirements across the entire organisation for an IP Telephony and Unified Communications platform
* Engaged the IP Telephony and unified communications market through a Registration of Interest (ROI) to identify suitable suppliers
* Developed tender specification with the Procurement department and engaged market through a tender process
* Lead an evaluation team in the analysis of all submitted tenders to produce a Tender Analysis Summary report
* Coordinated all vendor product demonstrations and reference checks

**Achievements**

* Delivered understanding of the existing LAN, WAN and Wireless LAN capabilities and areas requiring improvement in order to support an in-house VOIP telephony system
* Submitted Project Proposal and Project Initiation Document that included the proposed project plan, schedule, budget as well as vendor, risk, organisational change management and quality management strategies for the execution phase of the project
* Delivered Tender Analysis Summary and a complete draft GITC contract for the supply and maintenance of the IP Telephony and unified communications systems to be executed upon tender award

Cisco Common Core Network Deployment Project

Re-design the external Internet infrastructure to provide automated failover and redundancy to the Powerlink IP Network. Design and deploy a Common Core environment based on Cisco Validated Design (CVD) to provide internal security and routing policy enforcement between the various Powerlink networks and to provide a central environment for all inter-network routing and shared services. Replace existing McAfee firewalls with Cisco ASA firewalls.

Assignment Details

* Developed requirements specification and market RFP for Cisco common core design, implementation/ test planning and deployment professional services
* Managed purchase of Cisco 6500 series switches and ASAs and coordinated delivery
* Coordinated execution of all design test plans and test cases including network integration testing, performance testing and pre-production implementation testing
* Planned IP network cutover activities and created the implementation schedule
* Managed system outages and communication to the business to ensure minimal business disruption during network migration
* Coordinated relocation of existing network infrastructure within the data centres
* Managed vendor contract under Queensland GITC framework
* Managed network analysts and project team members

**Achievements**

* Vendor contract and project completed within original timeframe and released budget
* Delivered outcome of redundant IP network and Internet infrastructure with non-disruptive failover capability to Business Continuity Site

SAN Migration Project

Deployment of an enterprise SAN (EMC Symmetrix VMAX storage arrays and Cisco MDS fabric switches) and migration of all corporate storage connected to physical and virtual hosts from existing CLARiiON class storage arrays to newly deployed Symmetrix VMAX storage arrays.

Assignment Details

* Analysed existing storage platform and managed the physical deployment of 2 replicated VMAX storage arrays
* Wrote test and migration strategy with input from technical analysts and vendor
* Coordinated execution of all test plans and test cases including VMWare and SAN integration testing; and storage array performance, functional and site failover/failback tests utilising EMC SRDF and VMWare vCentre Site Recovery Manager tools
* Managed system outages and communication to the business to ensure minimal business disruption and impact during storage migration activities
* Managed vendor contract under Queensland GITC framework
* Coordinated storage migration activities utilising tools such as VMWare Storage vMotion and EMC Open Replicator
* Managed technical resources and decommissioning of retired storage arrays

**Achievements**

* Project completed within original timeframe and released budget
* Delivered outcome of a stable, highly available and redundant storage platform with successfully tested capability to failover to the Business Continuity Site within required timeframe

OSI Pi System Refresh Project

Analysis of existing system and development of a Project Proposal for the refresh the existing OSI Pi platform. OSI Pi is used to store Energy Management System (EMS) historical data – which is used for near-real-time event and post-fault analysis, as well as for long-term storage and historical analysis.

Assignment Details

* Analysed existing OSI Pi system and managed OSI Pi specialists to deliver a software and hardware upgrade assessment
* Developed system requirements specification based on upgrade assessment and analysis that included procurement of latest version of OSI Pi and appropriate hardware
* Investigated existing commercial arrangements with existing supplier
* Developed Project Proposal including project schedule, plan, budget as well as vendor, risk, and quality management strategies based on requirements specifications

**Achievements**

* Negotiated improved licensing arrangement with software vendor to include high availability architecture without additional licensing fees
* Submitted Project Proposal, on time and within planning phase budget, for the execution phase of the project

SAN and Backup Facilities Midlife Enhancement Project

Development of a Project Proposal for the mid-life enhancement of the real-time fault tolerant CLARiiON SAN that provides end-to-end protection of the system databases and file systems, immediate recovery from equipment failures, and non-stop availability of data. Midlife enhancement of the real-time EMC Avamar data backup facilities.

Assignment Details

* Analysed existing SAN and Avamar systems and delivered an upgrade assessment on storage capacity, SAN performance and SAN backup software
* Developed system requirements specification based on upgrade assessment and analysis
* Developed Project Proposal including project schedule, plan, budget as well as vendor, risk, and quality management strategies

**Achievements**

* Submitted Project Proposal, on time and within planning phase budget, for the execution phase of the project

Allconnex Water, QLD

Technical Project Lead Aug 2010 - Oct 2011

| Duties | Skills Employed |
| --- | --- |
| Research, procure and implement technology solutions and products (Accellion Secure File Transfer, Gentrack Velocity 4 billing system, Business Objects XI 3.1)  Architect solutions for system and application implementations  Coordinate deployment of ICT infrastructure  Billing system interface design  Participate in tender evaluations  Write Consultancy Briefs, Evaluation Reports, Implementation Plans, Business and System Requirement Specifications, User Guides, GITC contracts  Administer APET evaluation software and produce evaluation reports  Business analysis and business process mapping | Project Leadership  Solution Architecture  ICT Infrastructure Deployment  System Implementation  Networking  Interface Analysis  Technical Writing  System Administration  Tender/Proposal Evaluation |

Client Background

Allconnex Water was formed on 1 July, 2010 as a specialist water and wastewater statutory authority servicing the Gold Coast, Logan and Redland districts in South Eastern Queensland. Allconnex Water's core business includes: collecting, treating and disposing of wastewater; managing and maintaining infrastructure and assets, including water supply mains and wastewater networks; and operating water and wastewater pump stations.

Project Background

On 1 July 2010, the water businesses of Gold Coast (GCCC), Logan (LCC) and Redland (RCC) City Councils were merged into the new entity of Allconnex Water. Under the terms of Service Level Agreements (SLAs) agreed with each of the participating councils, a large majority of corporate services, including billing systems and associated billing services, were provided by the councils on an interim basis.

Allconnex Water launched several projects to provision a data centre, procure and deploy key ICT infrastructure and platforms, and to implement a billing system in order to establish its enterprise operating environment and release itself from the council services.

Assignment Details

Adam originally reported to the CIO and subsequently to the Group Manager ICT Operations. Adam's primary responsibilities were to provide technical advice, leadership, systems analysis and design, and project/solution delivery to a number of projects and operational areas.

* Analysed technology requirements for the Billing System and Human Resource Information System (HRIS) projects and wrote technical sections of Invitation to Offeror for Tender
* Utilised and administered All Purpose Evaluation Tool (APET) application and lead technical evaluation of Billing System tender responses
* Provided ICT solution delivery for the Billing System project and acted as liaison between business and ICT Operations, Network Security, and Strategy and Architecture departments
* Architected and coordinated deployment of ICT infrastructure to support the Billing System and HRIS platforms involving the following technologies: Windows 2008 R2 server virtualised on VMware ESX(i) hosts, VMware High Availability and vMotion, NetAPP SnapManager and SnapMirror, MS SQL Server 2008 R2
* Integrated QAS Web Pro address verification software to the Billing System utilising web services, SOAP and WSDL
* Designed interfaces and managed file transfer solutions (web services, sFTP, http scripting) from Gentrack Velocity 4 billing system to payment channels and other parties including: Commonwealth Bank of Australia, Australia Post, Centrelink, Computershare, AMRS and Finance ONE

**Achievements**

* Deployment of all required infrastructure to host the core Gentrack Velocity 4 billing system including all respective design and as built documentation
* Delivered Project Proposal for an platform upgrade from Seagate Info 7.5 to Business Objects XI 3.1
* Implementation and roll out of an enterprise secure file transfer solution using, Accellion SFT appliance, as a secure file transfer mechanism between Allconnex Water, vendors, legal partners and the Redland, Gold Coast and Logan city councils

PREVIOUS PROFESSIONAL EXPERIENCE

Department of Education and Training, QLD

Project Manager/Business Analyst Jan 2010 - Aug 2010

Web Content Management System and Infrastructure Migration Project

* Consulted on project to plan the migration of the existing web hosting and web content management system to a new data centre facility, as well refresh and architect the server infrastructure, applications, and development environment.
* Lead start-up and initiation stages of project to technical design
* Created Project Plan (PID), containing project scope, budget, objectives, and controls, as well as various project management products including quality management plan, risk management strategy, stakeholder matrix, issue registrar, and project log.
* Performed detailed analysis of current web environment including existing business processes and functions, operating models, application and web hosting architecture, network architecture, and server infrastructure
* Produced fortnightly project status report to stakeholders and Project Board
* Gathered and documented requirements (BRS, SRS) of the web hosting and web development environments for deployment within the new data centre facility and integration into the DET enterprise environment
* Assembled and managed team of technical resources
* Engaged in the procurement of vendors providing specialist consulting for web content management systems
* Managed project according to Departmental ICT project management governance, based on Queensland Government’s PRINCE2 Project Management methodology

**Achievements**

* Lead team of technical architects and resources to produce high level system design and system specifications including:
  + server infrastructure (Sun SPARC/Intel servers)
  + system architecture (UAT, development, production environments)
  + application architecture (Interwoven CMS, Apache, Tomcat)
  + network deisgn
  + web development environment ( PHP, WebLogic, MySQL, Ruby)

IBM Canada LTD, Toronto, Canada

Project Coordinator/Junior Project Manager Jan 2005 - Dec 2009

Royal Bank of Canada Asset Alliance Program

* Coordinated and later managed project to annually roll-out and refresh between 15,000 and 19,000 laptops, desktops, servers and network devices in over 2000 retail and insurance branches, as well as multiple head office locations across Canada and the United States, as part of client’s asset management and refresh program
* Participated in requirements-gathering to establish processes, procedures and SLAs for procurement of assets; delivery and storage of assets; deployment logistics; end user appointments; asset installation, post build configuration; and return of end of lease/capitalised assets
* Documented and established technical instructions and workflows for the refresh of workstations and servers in varying SOE’s and business environments including Head Office, Retail Branch, Mobile Bankers, Insurance, Investments, Card Centres, and Service Delivery configurations
* Managed project financials including revenue and cost tracking, revenue forecasts, accruals, and invoice reconciliation, with total contract revenue of $26,000,000
* Participated in ISO and SOX audits of project financial records
* Generated detailed ledger, financial, and project status reports
* Managed project risk, communication, quality, and scope and documented respective project activities in Project Control Book.
* Managed all aspects of project using PMBOK project management methodology
* Utilised project tools such as MS Project and MS Visio to manage project and create process work flows
* Travelled through U.S to train client’s U.S division on existing processes and procedures

Royal Bank of Canada Telecommunications Infrastructure Audit Project

* Managed wall to wall Data Centre Telecom audit of 3500 network hardware devices/1232 telecom circuits, and 1150 hours of cabling, electrical, and vendor labour throughout 3 data centres (total 100,000 sq feet)
* Participated in developing Project Proposal and assisting sales in negotiations and drafting project scope
* Investigated and documented all circuit lines and telecom hardware from point of demarcation to determine telecom billing accuracy, discover potential cost savings, as well as verify equipment asset tracking accuracy
* Managed various ICT cabling vendors and telecom providers where several circuits including dial line, DS1, DS3, ISDN, T1, T3, OC3, OC4, Fibre Link, DP3000 and Tandem, DSL were traced and audited as well as a multitude of telecom hardware equipment including chassis, routers, switches, modems, and access points

Technical Analyst & Team Lead (Co-op 2001-2003) 2001 - 2004

* Lead teams of technicians to successfully and efficiently install desktops, laptops, servers, and telecom hardware
* Provided troubleshooting and responded to various hardware break/fix calls
* Performed site and end user surveys to document requirements and detailed configuration of workstations
* Facilitated data migrations, custom application installation, and common operating environment customisation
* Configured and provided troubleshooting for Cisco routers, switches, and ATMs during conversations.
* Tested and verified connectivity of all Branch LAN devices and provided detailed reporting and feedback
* Provided orientation and training of new analysts on retail branch switch and router refreshes