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Professional Objective

A part time position that allows me to use my existing skills and knowledge to work on technically and creatively challenging projects. Ideally I would like to grow with the company over time.

Employment History

Oct. 2012 – Oct 2015   **Programmer, Assurance – iiNet, Subiaco**

In this role I juggle both group and independent working styles depending on what's required. My day to day responsibilities include:

- Investigating and resolving urgent internal software issues or customer incidents
- Developing patches and unit tests for internal systems
- Providing code reviews and assistance to other developers
- Performing security and quality audits
- Various self-initiated tasks for incident management

Technologies: Windows Server, Ubuntu Server, Perl, TIBCO, PHP, Java, Javascript, Apache Server, IIS, .NET, SQL, Bash, XML/XSL

My most notable achievement in this role was writing a custom script that detected problem PDF files by their content and removed them.

April 2012 – Oct. 2012   **Programmer, Business Intelligence – iiNet, Subiaco**

The Business Intelligence team works with data from all areas of the business in order to aid decision making. My role involved:

- Maintenance and ongoing development of the data warehouse
- Custom reporting for analysts and other areas of the business
- Development of new presentation methods for warehouse data including Google Maps

- Consultation and design for other projects requiring data

Technologies: Microsoft SQL Server with Business Intelligence tools, MySQL, Oracle, IBM DB2 and .NET

My most notable achievement in this role was writing a custom C# application to process a large volume of text data. This solution allowed me to meet a reporting deadline and the report was accurate.

May 2011 – April 2012   **Associate Programmer, Assurance – iiNet, Subiaco**

The Assurance team performs software helpdesk and support functions within the business. My responsibilities included:

- Contributing patches for internal systems within internal SDLC guidelines
- Performing batch operations to clean and fix data
- Creating development and testing plans
- Implementing reporting facilities and monitoring tools

Technologies: Windows Server, Ubuntu Server, Perl, TIBCO, PHP, Javascript, Apache Server, IIS, .NET, SQL, Bash, XML/XSL

My most notable achievement in this role was developing a preventative diagnostic tool that detected problems with data quality and automatically corrected them.

May 2010 – May 2011   **Developer – Precedent, Perth**

This role involved work on a variety of projects including websites, microsites, intranets and custom web based software. Usability and well-formed code were a focus in this role. My duties involved:

- Development of new PHP websites and .Net based systems using project plans from my team and/or the UK staff.
- Regularly sharing knowledge with my UK counterparts in order to ensure that best practises are upheld
- Testing and liaison with project managers on existing websites and systems
- Contribute to and evaluate project plans in order to ensure that all risks and requirements have been

accounted for and that all deadlines can be met within the set timeframes
- IT support and planning including writing and performing maintenance plans, the setup of new servers and evaluating new hardware/software solutions

Technologies: Adobe Photoshop, PHP, Javascript, CSS, XML, CMS (modX, Drupal, Wordpress, Sitekit, Umbraco), SQL Server, MySQL, phpMyAdmin, Apache, IIS, Windows Server, Linux, VMWare eSX

My most notable achievement in this role was designing and developing custom plugins for our vendor's software which allowed us to meet tender requirements and secure the contract from a local WA council.

Mar 2009 – May 2010   **Web Developer – Spider Developments, Perth**

My role at Spider Developments involved the development and deployment of Content Management driven websites and developing online marketing strategies. My responsibilities included:

- Client sales pitch preparation and presentations
- Development of CMS sites using Joomla and Drupal
- Collaborating with client's internal staff to ensure a coherent brand identity
- Attending business networking functions in order to attract referrals for new clients
- Coaching new developers and assisting with troubleshooting browser compatibility and various development problems

Technologies: Adobe Illustrator, ASP.NET, C#, PHP, Javascript, CSS, XML, CMS (Joomla, Drupal, Wordpress), SQL Server, MySQL, phpMyAdmin, Apache, IIS, Windows Server, Linux

My most notable achievement in this role was developing a custom HR system that integrated with Drupal. This solution allowed the client to use their website as a CRM for managing clients and applicants, as well as advertising positions on the public facing website.

Sep 2008 – Mar 2009   **Programmer – ATS Solutions, Perth**

As the lead programmer for ATS Solutions I was entrusted with the planning and design, programming and ongoing maintenance of all our software products. My work included an ongoing relationship with a number of clients in order to resolve problems and plan future stages of development.

Technologies: Adobe Illustrator, ASP.NET, C#, PHP, CMS (Joomla, Drupal, Wordpress), SQL Server, MySQL, phpMyAdmin, Apache, IIS, Windows Server, Linux

My most notable achievement in this role was creating a custom ASP.NET based ordering and tracking system for building parts for a local construction company.

Mar 2007 – April 2008   **Provisioning Team Leader – Westnet, Perth**

As a team leader in the Provisioning team I looked after seven skilled staff. Making sure there was a positive work environment was an important aspect of my role and I believe I was successful at encouraging their performance by communicating my expectations and always being open to their feedback. My role involved a number of duties,

- Conducting performance reviews,
- Receiving feedback from staff to help improve internal processes
- Providing ongoing support and coaching in the day to day activities
- Ensuring company policies are enforced within the team and
- Maintaining a positive and professional line of communication between my staff and with management

Jul 2006 – Mar 2007   **Telephony Provisioning Officer – Westnet, Perth**

This role involved working with customer service teams to help them take the best course of action for customers experiencing issues with applying for telephony services. I also focused on improving the Westnet Telephony product through a number of different ways;

- Put forth recommendations to management including the introduction of new business processes, improvement of existing operations including the software tools and technical resources available to call centre staff

- Self-initiated meetings between stakeholders to encourage greater collaboration and communication
- Devised and conducted training programs for call centre team members and supervisors to better understand various aspects of the telephony product.

Apr 2006 – Jun 2006　　**Customer Service Representative, Activations– Westnet, Perth**

Answering calls from a national incoming call queue. My team dealt with queries in relation to problems with provisioning services to new customers. We also performed various tasks to provision services manually.

Jan 2006 – Apr 2006　　**Data Entry, Provisioning team – Westnet, Perth**

Key skills and strengths

- Excellent phone manner and written skills, including confidence with public speaking
- Capable of learning new concepts quickly
- Proficient in working under heavy pressure and in a fast paced environment
- Experienced in managing multiple projects and treating my time as a resource
- High standard of work with a keen attention for user and organizational requirements
- Self motivated with enthusiasm for challenges

Technical skills and strengths

- Thorough experience with a variety of development IDE's including Visual Studio, NetBeans, Eclipse as well as editors such as Notepad++, Sublime Text and vim
- Experience in object oriented development environments
- Prowess with database engines, particularly Microsoft SQL Server, including handwriting queries, using the diagramming tools and the operational tasks such as backups
- Able to visualize the possible underlying concepts behind software decisions and assess their merits and shortcomings
- Experience with setting up and administrating Windows and Linux based servers

- Employed a variety of technologies for commercial and personal projects including,
  - o **Browser:** HTML5, CSS3, XML, WebGL, JS and JS Frameworks
  - o **Server:** Node.JS, PHP, Perl CGI, ASP.NET and .NET MVC
  - o **Databases:** MongoDB, MySQL, MS SQL Server, Oracle and IBM DB2
  - o **Integration:** Exchange WS, Sharepoint, Google Maps, Paypal and EC2
  - o **Frameworks:** .NET MVC and TIBCO in the server. Bootstrap and Semantic UI in the browser.
  - o **CMS systems:** Drupal, Joomla, Wordpress, Umbraco and ModX
  - o **Languages:** VB, C#, Perl, Javascript, GLSL, SQL
- Flair for problem solving bugs whether it's in a language I'm familiar with or not. I've maintained existing projects in Ruby, Java and Python.
- Confident with navigating a Linux terminal via SSH client such as Putty and using command line tools for various tasks

Education and training

- Graduated Year 12 at Mount Lawley Senior High School in 2005
- Introduction to Management course with the CCI in 2007
- Introduction to Flash and Actionscript with Informatics in 2002

Hobbies and interests

- Photography and digital illustration
- Developing a game series in my free time – www.facebook.com/Langenium
- Travelling and learning about other cultures

References

George Ludin @ BT Global Services

Cleve Haynes @ Chevron