

PROFILE SUMMARY

An innovative, versatile, results-driven IT Professional with over 10 years of experience working in various roles involving server administration, website consultation, and research, development and implementation of business solutions.

TECHNICAL SKILLS

Programming Skills:	C, C++, Java, JavaScript, HTML/XHTML, CSS, SASS, Bootstrap PERL, PHP, MySQL, BASH, PowerShell
Platforms/OS:	Windows Desktop (XP/Vista/7/8/10), Windows Server (2003/2008/2012), CentOS 5/6/7, Redhat 6, Debian 7, Xubuntu 14, Amazon Linux
Network and monitoring:	LAN/WAN, TCP/IP, NAT, DHCP, DNS, switching, routing, internetworking, monitoring (Cacti/Nagios/MRTG)
Server-related technology:	Active Directory, Exchange 2010, Routing and Remote Access, SAMBA, Website Hosting (Apache/IIS/Tomcat/WHM/cPanel/Plesk), Mail Servers (Exim/Postfix/MailEnable), Database Servers (MySQL/MS-SQL)
Security and auditing:	Kaspersky, BitDefender, ClearOS, ConfigServer Firewall, ModSecurity, iptables, Active Directory Audit, pfSense
Applications and tools:	Microsoft Office (2003/2007/2013), Office 365, Dynamics CRM, Google Apps for Work, Adobe PhotoShop, Adobe Dreamweaver,
Backup and recovery:	Norton Ghost, Veritas BackupExec, Acronis Backup and Recovery, EaseUs Todo Backup, rsync, ghetto VCB
Virtualisation and cloud technology:	Xen, KVM, VMWare ESXi/Server, Hyper-V, AWS, Google Cloud Platforms.
Content Management System	WordPress, Joomla, phpBB, Drupal, OSCommerce, Magento

EDUCATION AND INDUSTRY CERTIFICATION

2021	AWS Certified Developer Associate
2018	Linux+ and LPIC-1: System Administrator, Linux Academy Google Cloud Platform Essentials, Linux Academy
2017	Customer Relationship Management Certificate, edX University Linux Essential Certificate, Linux Academy CompTIA Cloud Essentials Certification, Linux Academy
2005 – 2009	Bachelor of Computer Science, Monash University
2004 – 2006	CCNA Course, Holmesglen Institute of TAFE
2004 – 2005	Diploma of Technology, Holmesglen Institute of TAFE, Chadstone

WORK HISTORY

Zoom Recruitment

General Labourer, Pick Packer, Fabricator and Machine Operator

August 2017 – Current

Employed in various manufacturing position.

Key achievements:

- Operating electric walker lifts and pallet jack riders.
- Picking and packing order including experience using RF scanners and picking slips.
- Operating machines including troubleshooting faults, performing machine change over and quality control checks.
- Operate metal fabricating machines such as rolls, shears, saws and presses.
- General labouring duties such as manual lifting and carrying.

EB Transport, Tullamarine

IT Manager, August 2014 – November 2015

Infrastructure comprised of approximately 30 office staff, 80 drivers, and over 350 customers. Monitored, managed and supported critical business systems required for customer reports and bookings, BAU operation and compliance with government regulations. Planned, developed, implemented and facilitated change for the entire IT infrastructure including internal hardware and software, and liaised with third-party vendors for relevant hosted solutions.

Key achievements:

- Provide IT support to internal staff with software and hardware related issues.
- Analysis of IT infrastructure and preparing documentation detailing configuration and layout, key areas of concern, suggested improvements and recommendation of technology solutions.
- Research, development and deployment of a broad range of technology including cloud technology, monitoring systems, security appliances and virtualisation.
- Project management duties including planning, implementing, monitoring and coordinating internal resources and third parties/vendors.
- Provide subject matter expertise, advice and consultancy for relevant technology and infrastructure systems.
- Participate in purchasing decisions by reviewing prospective suppliers, make vendor recommendation, develop cost estimates, and setting demo systems for staff evaluation.
- Re-evaluate existing disaster recovery plan, perform risk assessment and developing solutions for system failures including setting up DNS fail-over, data replication and virtualisation.

Hitech United Australia, Abbotsford

Systems Engineer, May 2011 – May 2014

Support and administration of both the internal office and hosting infrastructure. Infrastructure comprised of over 4000+ customers and over 15+ servers spanning across multiple geographic locations. Monitored, managed and supported critical business systems required for customers and BAU operation. Planned, developed, implemented and facilitated change for the entire IT infrastructure including data centre equipment, hardware and software, and liaised with third-party vendors for relevant hosted solutions.

Key achievements:

- In-depth research to resolve complex problems ranging from general breaks and fixes, improvement of existing infrastructure and development of new solutions.
- Development, deployment and administration of web servers, mail servers and database servers including experience with both Windows and Linux platforms.
- Experience with various virtualisation technology including Hyper-V, VMWare, KVM and XEN.
- Deployment and migration of Windows Server 2008, Active Directory and Exchange 2010 over to new hardware.
- Enhanced network security by setting security appliances comprising of a firewall, anti-virus, anti-spam, content filtering, intrusion detection and intrusion prevention.
- Implemented backup and disaster recovery solutions including the use of redundant arrays and various enterprise software solutions.

Salmat Pty Ltd, Mulgrave, Victoria
Help Desk Operator, Mar 2010 – Oct 2010

Supported point-of-sale systems and back-office systems for the Coles Group. Logged support calls, raised incidents to the relevant department and third-party vendors and adhered to ITIL practices.

Key achievements:

- Assisted in troubleshooting user problems relating to POS systems, back office servers, MS Office products and network connectivity.
- Accurately documenting support calls via the corporate IT call logging system.
- Escalate calls to other technology groups as appropriate and ensuring all necessary information is documented.
- Contribute to the continuous improvement of the support department through actively and proactively recommending improvements in process, procedure and organisation.

Hitech United Australia, Abbotsford
Multiple positions, Mar 2008 – Nov 2009

Worked in multiple roles at Hitech United Australia including positions as a Systems Administrator and Website Consultant. Responsible for hosting infrastructure which comprised of over 4000+ customers and over 15+ servers spanning across multiple geographic locations. Monitored, managed and supported critical business systems required for customers and BAU operation. Provide subject matter expertise for website-related projects and liaised with relevant stakeholders such as Graphic Designers, Programmers and Account Managers.

Server Administrator, Jun 2008 – Nov 2009

Key achievements:

- Management of website, database and email servers on both Windows and Linux platform.
- Participated in system builds, upgrades, migration, deployment and patch management.
- Managing and maintaining data centre equipment including rack space, cables, switches, servers and power distribution units.
- Proactively monitored and troubleshoot servers to ensure high availability.
- Provide escalation support for customers relating to issues and outages.
- Writing scripts to provision and monitor servers.
- Managed data backups and disaster recovery operations.

Website Consultant, May 2008 – Nov 2009

Key achievements:

- Consulted clients about web-related services such as web design, website development, web analytics and SEO.
- Analysed requirements as specified by clients and making recommendations.
- Liaise with relevant stakeholders to ensure requirements are fulfilled and delivered on time.
- Communicated with clients throughout the entire project life cycle such as design, development, testing and bringing the project into live production.
- Prepare manuals and organise training for end users.

Customer Support Officer, Mar 2008 – Jun 2008

Key achievements:

- Performed tasks related to answering customer inquiries received via telephone or internal support system.
- Provide effective and consistent technical support relating to domain names, emails, databases, website hosting and application support.
- Escalate calls to other technology groups as appropriate and ensuring all necessary information is documented.
- Contribute to the continuous improvement of the Support Department through actively and proactively recommending improvements in process, procedure and organisation.

Mitex Pty Ltd, Clayton Stores person, 2001 – 2004

Duties included:

- Dispatch of outgoing goods.
- Pick and packing orders.
- Receiving incoming goods and storing incoming stock.
- Handling customer enquiries.
- Month end stock take.
- Understanding the Occupational Health and safety issues within the workplace.

Saltation Pty Ltd, Clarinda Computer Technician (part-time), 2001 – 2004

Duties included:

- Build, install, upgrade and repair of computers
- Software and Operating System installation and upgrades.
- Provide advice with the purchase of hardware and/or software.

REFEREE

Referees will be provided upon request.