Michael A Wheeler

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INTERESTS

Communications and Networks, TCP IP (v4/v6), Efficient Packet Routing, Security analysis, Radio Communications

EDUCATION

Tannum Sands State High School, Tannum Sands, QLD , Australia

Grade 12 Studies

English, Mathematics B, Physics, IPT, Graphics, 2008

Business, Information Technology Skills Centre , Boyne Island, QLD , Australia

Network Administration

Certificate I in Informations Technology , 2007; Certificate III in Information Technology , 2008

Cisco Certificates

Cisco Certified Network Associate
Cisco CCNP ROUTE

CURRENTLY STUDYING

Self Study

Cisco Certified Network Professional

AWARDS AND CERTIFICATES

2009 Course in General Safety Induction (Construction Industry) Blue Card, 2008 Certificate of Academic Excellence in Information Technology, 2006 Certificate of Academic Excellence in Information Technology , 2006 Excellence Award - Information Technology , 2006 Excellence Award - Mathematics x3 , 2006 Excellence Award - Music , 2006 Excellence Award - Business , 2006 Tour de Chaplain Participation , 2006 Human Powered Vehicle , 2005 The University of NSW Australasian Schools Computer Skills Competition - High Distinction , 2005 Mathematics Competition for the Westpac Awards - Distinction , 2004 The University of NSW Australasian Schools Computer Skills Competition - High Distinction , 2003 The University of NSW Australasian Schools Computer Skills Competition - Distinction , 2003 The University of NSW Australasian Schools Mathematics Assessment - Distinction , 2002 The University of NSW Australasian Schools Computer Skills Competition - High Distinction , Comalco Creative Communications Award For Green And Health School Competition - Created web site under guidance of Kit Herbert

PROFESSIONAL EXPERIENCE

Data #3, Boyne Smelters Limited

Network Administrator   **April 2012 – Present**

Details of Position:-

- Plan, price and deliver projects in a timely fashion
- Create documentation and procedures for tasks and processes
- Manage, report and resolve any network related issues or outages
- Resolve any service desk calls, issues of requests for information in a timely manner within defined SLA
- Equipment monitoring and analysis of logs and reports
- Communicate to site any planned or unplanned outages
- Upgrade core infrastructure to increase reliability of site communications
- Improve site network security by auditing the network and making changes where available
- Perform root cause analysis on network issues and implement fixes to prevent recurrence

Data #3, Boyne Smelters Limited / Yarwun Alumina Refinery, Rio Tinto IS and T Australia

Communications Engineer   **January 2011 – March 2012**

Details of Position:-

- Upgrade and maintain network infrastructure at Boyne Smelters Limited and Yarwun. This includes installing, upgrading and configuring Cisco switches and routers for use in production

environments
- Continued use of fault finding skills to solve communication issues
- Update databases with new switch information
- Improve site network security by auditing the network and making changes where available
- Upgrade network infrastructure and software to ensure reliability
- Perform root cause analysis on network issues and implement fixes to prevent recurrence
- Take part in site upgrade projects for increase capacity
- Log job tickets through HP OpenView Service Desk
- Monitor networks through Cisco Works
- Maintain Cisco Works, Cisco ACS, Cisco WCS infrastructure

Ergon Energy, Nexium Telecommunications / Ergon Energy

Telecommunications Specialist   **November, 2010 – January 2011**

Details of Position:-
- Achieve required customer SLAs for communications service availability, continuity and performance for all customers through carrier class communications services management.
- Undertake network analysis, design, testing and deployment activities for new services so that they are seamlessly implemented and managed in order to ensure that network security is maintained to documented standards at all times.
- Provide pre-sales support where required, including service detail design and equipment costing.
- Maintain configuration and support of the operational support systems by providing administration support.
- Provide detailed costing's for projects, along with detailed design diagrams.
- Log tickets through VQSM
- Maintain ITNM, Cisco Works, SNMPc, ACS, and IBM ITNM software
- Monitor the network through SNMPc, Netcool CIC, IBM Tivoli and Solarwinds

Hays Recruitment, Nexium Telecommunications / Ergon Energy

Network Systems Technician   **February, 2010 – November, 2010**

Details of Position:-
- Monitor and perform maintenance to network equipment.
- Respond to faults and calls.
- Prepare and apply service configuration.
- Configure networking equipment for field deployment.
- Provide detailed costing's for projects, along with detailed design diagrams.
- Liaise with external teams to ensure effective and on time service delivery, along with fault management.
- Lodge warranty, and RMA on faulty devices for repair.
- Plan maintenance and system upgrades.
- Log incidents and contact customers with updates.
- Monitor the security of the network and physical infrastructure for intrusions.
- Update documentation and procedures.
- Ensure backups and automated jobs completed successfully.

Data #3, Boyne Smelters Limited / Yarwun Alumina Refinery, Rio Tinto IS and T Australia

Communications Project Engineer   **November, 2008 – February 2010**

Details of Position:-
- Upgrade and maintain network infrastructure at Boyne Smelters Limited. This includes installing, upgrading and configuring Cisco switches and routers for use in production environments.
- Update databases with new switch information.
- Setting up Microsoft Windows Servers.
- Setup and diagnose Microsoft Windows workstations.
- Solve critical network and wireless control systems issues.
- Operate Symantec Ghost and Microsoft RIS.
- Arrange contractors for cable runs and expansion projects.
- Plan, manage and cost projects for network upgrades in process control and general office areas.
- Ensure security for process control devices and standard workstations, with virtual separation

of networks (VLANs) and patching of all devices and computers with latest security updates.

- Responsible for ensuring the uptime of all switches across site (over 200) and other sites including, Rio Tinto Yarwun Alumina Refinery and QAL offices.
- Actively take part in monthly safety meetings, and daily Lean meetings.
- Provide support to end users via HP Open View Service Desk
- Gained useful experience in PLC 5 programming and use of SCADA systems. Obtained an understanding of Honeywell's Plantscape and Experion systems, and the use of RS Logix and OPC.
- Learnt invaluable safety processes and procedures for working in an industrial environment. Regular use of safety glasses, monogoggles and respirator, along with safety with hot metals, highly magnetised areas and chemicals.

Data #3, Boyne Smelters Limited, Rio Tinto Australia

Network Administrator **December, 2007 – January, 2008, April, 2008 – April, 2008, September, 2008 – October, 2008**
Details of Position:-

- Upgraded and maintained network infrastructure at Boyne Smelters Limited.
- This included installing, upgrading and configuring Cisco switches for use in production environments.
- Updated databases with new switch information and setting up servers.
- Solved critical network problems and wireless control systems issues.
- Arranged contractors for cable runs and expansion projects.

Boyne Smelters Limited, Boyne Island, Australia

Network Administrator **February, 2007 – November, 2008**

Participated in work experience at Boyne Smelters Limited for network administration under the supervision of Brian Carroll. This includes maintaining and upgrading the site's wired and wireless network infrastructure. Assisted in Tetra radio roll out project.

Business Information Technology Centre, Boyne Smelters Limited, TSSHS Australia

Information Technology Specialist **April, 2006 – November 2007**
Details of Position:-

- Studied for Certificate I and III while in a work environment, following all HSE standards.
- Setup network and workstations for the BITS Centre.
- Coded login and backup scripts for the system, allowing easy login, and file redundancy.

COMPUTER
EXPERIENCE
- Cisco Servers: Cisco Works, Cisco ACS, Cisco WCS
- Cisco Devices and Software: Switches (2940, 2950, 2960, IE 3000 / Stratix 8000, 3500, 3400 3560, 3750,4507,6509), Routers (2651,2811,2821,7206,7609)
- Cisco Devices and Software: Access Points (300,1131,1231,1242), WLAN Controller, ASA / ASDM, Cisco VPN Client
- Other Devices: Cybertec DSL and 3G routers
- Support and Ticketing: OS Ticket, HP OpenView Service Desk, IPplan, VisualQSM, MediaWiki, DokuWiki, TWiki
- Programming: Python, C/C++, SQL (MSSQL, MySQL, sqlite), Perl, Java, Visual Basic, Linux shell scripting
- OS: DOS, Windows (Windows 3.1 - Windows 7 ~ Server 2008, 2003, 2000), OS X, Linux (Gentoo, Debian, Ubuntu, SUSE, RHEL), BSD (FreeBSD), Solaris
- Monitoring: SNMPc, Cisco Works, Zenoss, Cacti, RRDtool, Netcool CIC, IBM Tivoli, NFSen, Solarwinds Orion
- Automation: RS Logix, RSMac, RS Linx, Honeywell Experion

REFEREES
- *Brian Carroll* (Superintendent IS and T Networks and Telecommunications APAC East - Rio Tinto)- 07 3625 6401
- *Drew Ward* (Communications Engineer - Data #3) - 04 1772 8604
- *Brock Redgen* (Network Systems Technician - Ergon) - 04 4814 9095