

# Trent Steenholdt

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Résumé



# Trent Steenholdt

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*Talented and multi-skilled Information Technology expert seeking a challenging and exciting role*

IT | Automation | DevOps | Data | Development | Cloud

## Profile

Hardworking and self-motivated, Trent Steenholdt has over 15 years of experience in Information Technology, business development, project management, application development, mentoring and leadership.

Working with numerous organisations, Trent has demonstrated good analytical thinking and acquired the appropriate skills that make him suitable for organisations looking to become more streamlined and agile while using IT technology.

## Personal Attributes

- Thought leader with solid background knowledge in Cloud, DevOps, and agile domains.
- Strong leader, helping others to grow and exceed their potential.
- Confident working independently or in a team; a true team player.
- Works well under pressure and quickly learns new systems, business processes and toolings.
- Strong analytical and problem-solving ability; tasked with the most complex problems.
- Ability to provide obtainable solutions for many business requirements and needs.
- Offers extensive understanding in numerous fields of IT.

## Professional Assets

- **Excellent communication and customer service skills** – knowing the people, clients, stakeholders and vendors
- **Strong understanding of business processes and general organisation improvements** – taking an iterative approach, adapting and evolving as the systems, technology and people change.
- **Provides practical implementation and hands-on experience** – involved in some of the local markets' most significant upgrades, rollouts, changes and repairs.
- **Efficient diagnosis, troubleshooting and resolution** – proficient in finding the root cause.
- **Experience with access control processes** – including procedures and audits.

## Key Experience Summary

Principal Consultant

Feb 2023 – Sept 2023

### MakerX



MakerX is an execution-focused venture builder that delivers software solutions and helps build businesses, rather than just focusing on technology. They think and act like venture CTOs, taking the time to understand the business strategy and being consultative and client-facing. Instead of starting ventures from scratch, MakerX utilises a library of pre-built and battle-tested building blocks, allowing them to deliver projects more efficiently. They pride themselves on having highly skilled individuals who are selective in recruitment, prioritizing learning and growth. MakerX provides an excellent working environment for engineers and digital product builders, where they not only build but also teach and influence others.

#### Business Responsibilities:

- Provide technical leadership and guidance to the engineering teams, promoting best practices and driving continuous improvement in software development processes.
- Architect and design complex software systems, considering scalability, performance, security, and maintainability.
- Collaborate with cross-functional teams to define technical strategies, solve complex problems, and ensure successful project delivery.
- Lead and participate in code reviews, providing valuable feedback and ensuring code quality and adherence to coding standards.
- Drive innovation by staying abreast of emerging technologies, industry trends, and best practices in software engineering.
- Mentor and coach junior engineers, fostering their professional growth and development.
- Actively participate in agile delivery processes, promoting collaboration, transparency, and accountability.
- Engage with clients to understand their technical requirements, address their concerns, and build strong relationships.

#### Technical Skills exercised:

- Provide leadership in best practice software architecture and design patterns
- Apply usage of my expertise in continuous integration and deployment practices
- Make use of in-depth knowledge of Microsoft Azure and Cloud technologies

Principal Consultant

Jul 2021 – Dec 2022

### Telstra Purple

Telstra Purple provides digital transformation services for Australian and global businesses in a way that other managed services and tech consultancies can't. Telstra Purple is a multi-disciplinary solutions provider who collaboratively works with the customer to solve their biggest problems.



#### Business Responsibilities:

- Leverage my experience with the various commercial models Purple and our customers use to ensure successful and profitable engagements.
- Collaboratively coordinate and lead business-wide improvement initiatives to improve business processes and functionality.
- Support and advocate for our people as their People Leader (Manager) and last-line of defence.

- Ensure the successful delivery of our engagements with our customers and consultants.
- Engage with executive stakeholders to positively challenge their decisions, thoughts, and viewpoints to provide the best outcome.
- Positively influence and inspire our consultants and support teams within Purple.
- Influence politicised environments, both internally and externally, to bring about positive outcomes.
- Drive continuous improvement across our culture, our people, and how we work.
- Engage with our customers about their problems and goals and advise the best strategic approach and solution.
- Work with our sales team and processes, providing expert advice and guidance, building trust, engaging customers, and helping close deals to improve the business's profitability.

#### Technical Skills exercised:

- Establish and continue to grow vendor relationships and partnerships, including but not limited to Elastic, Databricks, Amazon and Microsoft.
- Provide leadership on team/squad direction, business changes and improvements.
- Build and improve business processes, systems and toolings using appropriate technology, industry experience or business knowledge.

### Managing Consultant

Jan 2019 – Jun 2021

#### Telstra Purple (formerly, Readify)

Since 2001, Readify has been helping customers develop and support innovative software projects. Readify joined the Telstra team in mid-2016, where some three years later, Readify was relaunched as part of the Telstra Purple brand.



#### Business Responsibilities:

- Successfully led numerous high-risk initiatives or engagements with our customers and internal teams.
- Worked with our people and consultants to be a trusted source for information and innovative ideas that influence and guide others.
- Managed and supported my teams through various political, technical and problematic conditions of complexity and uncertainty.
- Worked collaboratively in the squad model to support the growth of the team
- Demonstrated creative problem solving, strategic planning and advanced communication skills helping our internal teams and customers.
- Engaged with all stakeholders, from C-level executives to graduates as peers and challenged their decisions when necessary to provide and guide them to be the best possible solutions.
- Contributed to the ongoing development opportunities by working with others and parts of the business within Purple.

#### Technical Skills exercised:

- Technically lead and work through business problems with Microsoft Azure, Amazon Web Services, and Google Cloud technology.
- Advocate and support teams using various pieces of automation, agile and DevOps toolings such as Azure DevOps, Jira, Git, Octopus Deploy, GitHub Actions.
- Provide thought leadership and industry experience to help develop numerous offerings, solutions and products to onsell or help accelerate project delivery.

### Insight

Insight is a national leader in customer experience and business technology consulting, delivering innovative solutions for organisational agility, productivity and competitive performance. We blend the latest technologies with our industry-leading Agile consulting offerings to provide a true end-to-end service, with capabilities spanning strategic advisory, user experience, web, digital workplace, cloud and infrastructure, mobility and BI/analytics.



#### Business Responsibilities:

- As a lead consultant, provided expertise to clients to meet and exceed business objectives and expectations.
- Supported and mentored peers/teammates in the Cloud practice.
- Managed client expectations effectively while delivering projects as quickly and efficiently as possible.
- Analysed clients' existing processes and workflows and helped improve them to be more agile and modern using readily available and easily accessible technology.
- Improved and upgraded systems for clients' services and offerings while applying current best practices to improve security and reduce ongoing running costs.
- Applied a technology-first approach to help automate delivery time and cost savings to the client.
- Provided strategic planning, budgeting and continual improvement recommendations.

#### Technical Skills exercised:

- Provided expertise to clients to meet and exceed business objectives and expectations.
- Developed go-to-market code that can be used repeatably for all Insight's clients while remaining entirely customisable for their needs and preferences.
- Built processes and workflows that help automate everyday business functions internally at Insight and with our clients.
- Provided leadership on team direction of DevOps and Infrastructure changes and improvements.
- Technically worked with numerous Microsoft software and service suites.

## Systems Engineer – DevOps and Automation

Jul 2016 – Jan 2017

### Bankwest

Bankwest's history spans 120 years, making it one of Australia's oldest banks. While keeping truthful to its rich past, its strategic goals and ambitions for the modern bank of today make it a market leader in what it's doing with its technology. All of which comes back to its overall vision, to become the best regional bank by delivering what matters to its customers.



#### Business Responsibilities:

- Constructed, built and released new in house tools to facilitate DevOps and automation first culture.
- Improved security by applying defence in depth and adopting current best practices.
- Facilitated installation, upgrades, configuration changes and support services with an automation first mindset to enhance business continuity.
- As technical lead, provided enterprise expertise for all Microsoft architecture and technologies, enhancing the relationship between the Infrastructure and Solutions Engineering teams.
- Analysed existing documentation and reference libraries and provided numerous recommendations to improve them.

#### Technical Skills exercised:

- Used automation tools such as Octopus Deploy and TeamCity etc.
- Used .Net, jQuery, PowerShell and JavaScript in application development.
- Participated in significant upgrades of critical banking systems such as Mobile, Internet and Core Banking applications.
- Extensively used Atlassian tools and other applications such as AppDynamics for monitoring and documentation upkeep.
- Facilitated agile Stand-up meetings and provided analysis of systems etc., to business system owners.
- Provided leadership on team direction of DevOps and Infrastructure changes and improvements.

## Certifications

- **Microsoft Certified: Azure Solutions Architect Expert – April 2021**
  - AZ-301: Microsoft Azure Architect Design
  - AZ-302: Microsoft Azure Solutions Architect Certification Transition
- **TOGAF Foundation Certified – June 2015**
- **Microsoft Licensing Solutions Specialist (MLSS) – February 2014**
- **Microsoft Certified Solutions Expert (MCSE): Messaging**
  - 70-341: Core Solutions of Microsoft Exchange Server 2013
  - 70-342: Advanced Solutions of Microsoft Exchange Server 2013
- **Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 – August 2013**
  - 70-410: Installing and Configuring Windows Server 2012
  - 70-411: Administering Windows Server 2012
  - 70-412: Configuring Advanced Windows Server 2012 Services
- **Microsoft Certified IT Professional (MCITP): Office 365 Administrator – May 2013**
  - **Microsoft Certified Technology Specialist: Office 365 – May 2013**
- **Microsoft Certified Technology Specialist: Exchange Server 2010, Configuring – Sept 2012**
- **Microsoft Certified Technology Specialist: Lync Server 2010, Configuring – Aug 2012**
- **VMware Certified Professional, vSphere 4 – April 2012**
- **Microsoft Certified Technology Specialist: Active Directory 2008 R2 – April 2012**
- **Microsoft Certified Technology Specialist: Windows 7, Configuring and Installing – December 2011**
- **ITIL v3 Certified – June 2009**
- **Prince 2 Certified – April 2009**
- **Microsoft Certified Professional: Windows XP, Installing, Configuring and Maintaining – Nov 2007**

## Technical Skills

MICROSOFT PRODUCTS	OPERATING SYSTEMS	OTHER SOFTWARE
Active Directory (CA/ DS / FS etc.) Azure DevOps Azure <ul style="list-style-type: none"> <li>- Arc</li> <li>- Virtual Machines</li> <li>- Data Factory/ Synapse</li> <li>- Functions/Logic Apps</li> <li>- Monitor</li> <li>- Enterprise Applications</li> <li>- Security Centre</li> <li>- Backup/ Site Recovery</li> <li>- Networking/ Security</li> </ul> Exchange GitHub Microsoft 365 WDS, WSUS System Centre SQL Server Skype for Business/ Lync DHCP, DNS Printing IIS Direct Access/ VPN	Windows Client (XP to latest) Windows Server (2003 to latest) <ul style="list-style-type: none"> <li>- Server Core</li> <li>- Nano</li> <li>- Containerisation</li> </ul> Ubuntu Server Apple OSX	Git npm Veritas NetBackup Symantec Enterprise Vault Cisco IronPort Unix Apps (Tomcat/ Apache/ Squid) Mobile Device Management TeamCity Octopus Deploy OpenStack Atlassian Tools (BitBucket/ JIRA/ Confluence) AppDynamics Safecom Pull Printing
	VIRTUALISATION	HARDWARE
	VMware vSphere Microsoft Hyper-V Amazon AWS Azure	Storage Systems: Tape, SAN Servers/Blades Emerson CRAC Units UPS Systems Data Centre Monitoring BYOD
CALL LOGGING SOFTWARE	NETWORKING	PROGRAMMING LANGUAGES
HP Service Manager BMC Service Desk Express Manage Engine Service Desk Plus Cherwell ITSM SCSM	Nortel/ Avaya switching Cisco Firewall and Switching SIP and H323 configuration Nortel CS1000 (Avaya) Polycom	.Net .Net Core Node.Js PowerShell/ Pwsh Core XAML/ MVVM HTML5 JavaScript/ jQuery

## Training & Development History

– PSM I Training. Jan 2019	– TOGAF Solution Architecture. Nov 2018
– VMware: What's New in vSphere 4. Aug 2009	– VMware: Install, Config. Manage (v4). Jul 2009
– ITIL v3 Course. Jul 2009	– Prince 2 Course. April 2009
– Exchange 2007: Admin, Install. Nov 2008	– Windows Server 2008: Administration. Nov 2008
– Windows XP: Administration & Config. Sept 2007	– Windows Server 2003: Administration. Aug 2008

## Formal Education

- Certificate III in Business Management – Kent Street Senior High School – 2006
- Certificate of Completion, Year 12, Kent Street Senior High School 2002 – 2006

## Career Path

– <b>Principal Engineer, MakerX</b> – Perth, WA	2023 - 2023
– <b>Principal Consultant, Telstra Purple</b> – Perth, WA	2021 - 2022
– <b>Managing Consultant, Telstra Purple (formerly Readify)</b> – Perth, WA	2019 - 2021
– <b>Senior Consultant – Cloud and Infrastructure, Insight</b> – Perth, WA	2017 - 2019
– <b>Systems Engineer – DevOps and Automation, Bankwest</b> – Perth, WA	2016 - 2017
– <b>ICT Technical Migration Specialist, Programmed</b> – Perth, WA	2016 - 2016
– <b>Technical Lead for Skype for Business and Exchange, Woodside Energy</b> – Perth, WA	2015 - 2016
– <b>Team Leader / Project Manager &amp; Snr Engineer, Ventura Homes Group</b> – Osborne Pk, WA	2015 - 2015
– <i>Travelling – Europe, Asia and North America</i>	2013 - 2015
– <b>Infrastructure Consultant, Integranet Technology Group</b> – Perth, WA	2013 - 2014
– <b>Systems Engineer, (Win. &amp; Tel.) The University of Notre Dame Australia</b> – Fremantle, WA	2012 - 2013
– <b>Systems Engineer, (Windows) The University of Notre Dame Australia</b> – Fremantle, WA	2009 - 2011
– <b>Desktop Support Technician, The University of Notre Dame Australia</b> – Fremantle, WA	2009
– <b>Service Desk Officer, The University of Notre Dame Australia</b> – Fremantle, WA	2008
– <b>Systems Administrator, Kent Street Senior High School</b> – East Victoria Park, WA	2007 - 2008

## Extra Activities

– <b>President, Western Australian Cricket Umpires' Association</b> – Perth, WA	2017 - 2021
– <b>Vice President, Western Australian Cricket Umpires' Association</b> – Perth, WA	2015 - 2017
– <b>Treasurer, Western Australian Cricket Umpires' Association</b> – Perth, WA	2008
– <b>Groundsman/ Curator, Kent Street Senior High School</b> – Perth, WA	2015 - 2017
– <b>Cricket Umpire</b> – Perth, WA	2003 - Current

## Additional Information

**Status:** Australian Citizen  
**Licences:** WA C – Class Drivers Licence  
**Interests:** AFL, Cricket, Sporting Activities, Music, Traveling, Computing  
**Referees:** Available on Request