ANDREW MILICI

Melbourne, VIC
0466910857
andrew.milici@gmail.com
https://github.com/andrewmilici
https://andrewmilici.me

SKILLS

Team Management
- Project management
- Agile development
- Quality management
- Conflict resolution
- Trello & Wunderlist

Front End Development
- HTML5
- Javascript
- jQuery
- AJAX
- AngularJS, Angular
- CSS
- Security focused development (using OWASP)

Back End Development
- .NET, .NET Core
- C#
- Model-View-Controller
- WebAPI
- MySQL, SQL Server
- Security focused development (using OWASP)

System Administration
- Windows Server Admin
- IIS Configuration & Deployment
- MySQL server
- SQL Server
- VMWare ESXi
- Avaya IP Office Phone systems

Summary:
IT Operations Manager with 9 years' experience managing a team of developers and support staff. I'm passionate managing staff in the IT sector to ensure they are able to meet company targets and exceed client's business goals.

Employment Experience:

July 2011 - Present   **IT Operations Manager**
Risk & Security Management Pty Ltd

- Manage the IT department for a company with approximately 70 employees, 200-300 subcontracted agents and approximately 200 clients.
- Mentoring and management of two full time developers and one support officer, including hiring of new staff, conflict resolution and performance management.
- Managing and facilitating the implementation of new features and requirements, working closely with key stakeholders and providing regular reports and updates on progress.
- Management and resolution of any system critical issues that occur (such as network or system downtime), including implementing work around fixes as well as permanent solutions and communicating the progress of fixes with all applicable stakeholders.
- Reviewing all releases to ensure compliance with stakeholder requirements as well as OWASP requirements.
- Managing department budgets to ensure compliance with spending requirements.
- Plan and execute numerous systems migrations (which involved liaising with key stake holders and establishing business requirements) including:
- Lotus Notes migration (extracting emails and database information)
- SQL Server Migration to MySQL (three separate projects)
- Ensuring compliance of processes and practices follow ISO 27001 (Information Security Management Systems) practice.
- Completing and facilitating client security audits, including working with major banks and lenders to satisfy security requirements.
- Ongoing reviews of all systems and processes, and implementing any opportunities for improvement when identified.
- Maintenance of disaster recovery procedures and facilities, including management of streaming backup systems.
- Lead programmer on numerous platforms (within ASP.NET C# framework) used within the R&S business, including three systems created from scratch (ticketing system, mobile application and compliance system).

October 2008 – July 2011   **Office Manager/Client Liaison Officer**
Risk & Security Management (formerly VCB National Services)

- Managing a portfolio of up to 130 active repossession/collection jobs using our custom-built system
- Answering incoming telephone queries from clients and financial institutions regarding their active repossession jobs.
- Liaising and managing field agents work including assigning new work to field agents, proof reading field agent reports and preparing reports to be sent to our clients.

- Preparing invoices (including allocating costs as per client specific schedule of fees) to be sent to clients.
- Assisting clients with disputes or concerns related to field work performed.

Projects/Contracts:
On occasions I will perform sub-contracting services from programming to IT consulting, as well as a number of notable personal, IT related projects.

February 2012 - Present   **BeeBox Training (**https://www.beeboxtraining.com/**)**

- Create a student/course management platform from scratch (using ASP.NET MVC and SQL Server technologies).
- Researching & sourcing a learning management platform for BeeBox Training to utilize.
- Implementation and maintenance of the learning management platform (Moodle).
- Adding custom features and plugins to Moodle (PHP) including custom invoicing modules, custom certificate modules and other small changes to the core moodle code.
- Assisting with platform hosting migration
  Assisting with real-world disaster recovery events.

References:
Available upon request.