**CV  
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| **Tertiary Qualifications**  **1. Master of Information Technology**  **Deakin University (Melbourne, Australia)**  **Academic Specialisations**  **1.** *IT Services*  ***2.*** *Software Development*  **2. Bachelor of Business (Management) University of the Sunshine Coast** **(Australia)**  **Major -** *Management (Information Systems)*  **Minor -** *International Business* |

**IT Skills & Experience Snapshot**

* **GCP:** GKE, Compute Engine, Cloud Run, BigQuery, FireStore, Filestore, Memory Store, BigTable, Cloud Routers, Interconnect, Cloud Armour, Istio, StackDriver, VPC, Identity Platform, Gsuite, GCP cloud source repositories, gVisor, Apigee & Gcloud CLI
* **AWS:** EC2, Cognito, IAM, Cloudfront, WAF, Amazon Elastic Container Service for Kubernetes, Lambda, ELB, NLB, ALB , S3, VPC, RDS, Redshift, VMWARE on AWS, IAM, AWS Key Management Service, Batch, Workspaces, Docker on AWS, AWS server migration service, AWS database migration service, Snow, Beanstalk, Microsoft & Linux on EC2 & AWS CLI
* **Azure:** ARM Templates, Azure Data Lake, Azure Pipelines, Batch, Service Fabric, VM’s, App Gateway, Azure Front Door, Azure DNS, Virtual Network, Azure Kubernetes Service, Azure AD, Azure HCI, Azure Stack & Azure Powershell
* **Enterprise Architect:** Principle Design Authority experience in TOGAF, Agile, Waterfall, ITIL, COBIT, HLD & C-level authority engagement
* **Linux:** Command Line scripting & VI, Ubuntu, RHEL, Centos, FreeBSD, SUSE, Fedora, Arch & Debian
* **Windows:** Active Directory, Exchange (all revisions), Windows Server (all versions), SharePoint, OneDrive, Citrix App Essentials, SQL, Virtual Machines, IIS, On-Prem Migration to Azure, complete Office 365 migrations
* **Container Runtimes:** Docker, Solaris, Microsoft containers
* **Container Cluster Management/Deployment:** Kubernettes (K8s), Apache Mesos, Docker Swarm
* **HyperV:** Virtual switch, NIC Teaming, HA, Hyper V command line,
* **VMWARE**: VSPERE 5-6, VMWARE ESXi, vCloud, VEEAM, Citrix (XenApp), RAID VRTX Servers configuration & Hypervisor converged Virtual SANs using DAS, iSCSI, HP StorageWorks, virtual switches and Networking.
* **Infrastructure as code & CI/CD**: HashiCorp, Terraform,
* HELM, Vault, Vagrant, Jenkins, Ansible, Ansible Tower, Bamboo, GitHub, Atlassian, Jfrog, Artifactory, GitHub, TeamCity, Spinnaker, Chef & Puppet
* **PowerShell:** DSC, automation, scripting, deployment, complete windows customisation and scripting
* Extensive experience in Windows, Linux, VMware and HyperV migrations.
* Experience in configuring and creating most types of routing and remote management servers for VPNs, security and monitoring (ie: Mcafee, RSA, F5 VPN, Barracuda, Mimecast for Exchange, Sophos, Cisco Meraki, Destock, Mobile Iron, F5, Palo Alto, Fortigate & RSA and finally Sonicwall)
* Multiple Platform Experience – Visual Studio, PowerShell API’s, Webstorm, Eclipse, Dreamweaver, SQL Developer API’s, AWS for Powershell, Linux CLI,
* Ticketing Systems experience- ServiceNow, Remedy, SDP, Confluence & Jira
* Skype for Business, Cisco Video Conference collaboration, Webex, Cisco Unified CM Administration, Cisco Meraki, Avaya & Mitel
* SAP, SAP CRM/BI, SAP REXC, CAFM, SAGE, Tableau and other BI & Data analysis applications (ie: WEKA)
* Experience in leading corporate IT to achieve ISO27001 certification
* ISO model, TCP/IP, DNS, DHCP, TLS
* Tertiary trained programming skills in Javascript, .NET, XHTML to 5, SQL, JAVA, CSS, PHP, nodejs, JSON
* SCOM, DFS, ADFS, SAN, SCCM, NAS, SAS, DHCP, IAAS, PAAS, PAAS, VVM, VPN, HTTP, HTTPS, SAML, NAT, NPS, SSH, SMTP, IMAP, ADFS (1.0-4.0) WIFI, Idrac, RADIUS, RDG, NIC’s, RAID, UDP, WAN, XML, RHEL, VIM, SVCMM, ADWS, AES, CA, DCaaS, DISM, AES, IPaaS, IPSec, LDAP/s, LUN, MIME, SMTP, NAS, NIC, NTFS, NTLM, OBDCM OpenSSL, PXE, RAID, RAS, SAAS, UAC, GPT, UEFI, WIF, SSIS, WinRM, WINS

**Employment History in Information Technology**

* **Employer:** HSBC

Role:  Lead DevOps Engineer

Employment Status: Sep 2019 – Current

* Continuous Integration and Delivery for HSBC’s Google Cloud Platform (GCP)
* Kubernetes, Docker, Kubeflow, Dataproc, PubSub, Composer, Apache Spark, BigQuery, Data Fabric, SQL, Hadoop, Cloud Storage, TensorFlow, Spanner, Mlflow, Dataflow, JupyterHub
* Terraform, Helm, Jinja, Python, GitLab, Packer, Nexus, Jenkins, Spinnaker, Bash, Powershell, pipeline as code
* Linux Kubernetes & Windows Kubernetes, Kubespray, Minikube, KOPS, Heapster, K8s TestSuite, TwistLock
* Prometheus, Grafana, Fluentd, Stackdriver, New Relic
* GCP Anthos on AWS
* Apigee Edge (Created API Proxy), Edge for Private Cloud 4.19.01 (Set up & Administer the relationship of Edge components installed on a set of server nodes), Create Virtual Hosts to handle multiple domains with two-way TLS, Complete HA for all APIgee components etc
* VPC SC, Interconnect, Cloud Armor, GCP SSL polices, Cloud Load Balancing, CDN NAT, Bastion, Cloud DNS, Shared VPC, Serverless VPC
* GKE & GCE Self-Managed K8s
* GCP Cloud functions
* Container Attached Storage, OpenEBS, Persistent Disk NAS Filestore, ephemeral management
* **Employer:** Google – Go Reply GCP MSP Premier Partner

Role:  Lead DevOps Engineer

Employment Status: June 2019 – Sep 2019

* Google Cloud Platform (GCP) Engineering for Public and Private Cloud
* Anthos to AWS
* HashiCorp Terraform, Vault, Helm, Kustomize, Consul & Enterprise Modules
* Kubernetes, Semaphore, Kublr & Container Attached Storage
* GCP Big Data implementations for Composer, Hadoop & Apache Spark Dataproc (K8s), BigQuery, SQL, K8’s Kubeflow pipelines & Pub/Sub
* GCP AI Hub
* VPC Service Controls, identity-aware proxies, Cloud CDN’s, Cloud NAT’s and Cloud DNS implementations
* Gitlab pipeline as code creation
* Stackdriver integration to BigQuery, Google Data Studio, alerting polices, custom dashboards & Uptime Automation
* GCP Security, Zero Trust Security Architectures, Identity aware proxy (IAP in front of on-prem Anthos), Istio, VPC service controls & Binary authorisation for Kubernettes
* GCP Storage, Spanner, Cloud Firestore & Cloud Filestore
* GCP Identity Platform
* **Employer:** Parker Fitzgerald

Role:  DevOps/SRE Lead

Employment Status: March 2019 – June 2019

* Hands-on leader - Big Four Banking Clients - GCP, AWS, AZURE Projects – C Level Team
* Forex Platform Containerization Projects - Runtimes: Docker, Solaris, Microsoft Containers. Container Cluster Management/Deployment: Kubernettes (K8s), Apache Mesos, Docker Swarm
* Finance Cyber Risk Experience – Darktrace, Zscaler, Panorama (Palo-Alto), Cyber-Ark, Ethical Hacking, Penetration Testing, GCP Native Solutions (Cloud Armor, DLP API, Cloud Identity, Apigee, Istio)
* GCP Marketplace experience: Anthos, GKE, GitLab, Prometheus & Grafana, K8S, Cassandra, F5, Jfrog, Jenkins 2, Twistlock, Kibana, Gitlab
* Various GCP Platform Engineering Experience - GCP Compute (All major VM brands), GCP Storage, GCP Networking, Stackdriver & GCP Tools, GKE, Compute Engine, Cloud Run, BigQuery, FireStore, Filestore, Memory Store, BigTable, Cloud Routers, Interconnect, Cloud Armour, Istio, StackDriver, VPC, Identity Platform, Gsuite, GCP cloud source repositories, gVisor, Apigee & Gcloud CLI
* Apigee Edge (Created API Proxy), Edge for Private Cloud 4.19.01 (Set up & Administer the relationship of Edge components installed on a set of server nodes), Create Virtual Hosts to handle multiple domains with two way TLS, Complete HA for all APIgee components etc
* Infra as code - Terraform, Helm, Vault, Vagrant, Packer
* Various Principal Cloud Architecture Experience
* Various IT Audit & Cloud Risk & Controls Consulting
* **Employer:** Chaucer Group Client: Department for Work & Pensions

Role:  Site Reliability Engineer SME

Employment Status: Jan 2019 – Mar 2019

* Providing solutions to the Hybrid Cloud Services Director, Product Owners and Managers through technical consultation contributing to architectural choices and software design decisions
* Achieve 100% uptime for a cloud-agnostic environment and provide availability metrics for DWP’s hybrid cloud estate
* AWS: EC2, Cognito, IAM, Cloudfront, WAF, Amazon Elastic Container Service for Kubernetes, Lambda, ELB, NLB, ALB , S3, VPC, RDS, Redshift, VMWARE on AWS, IAM, AWS Key Management Service, Batch, Workspaces, Docker on AWS, AWS server migration service, AWS database migration service, Snow, Beanstalk, Microsoft & Linux on EC2 & AWS CLI
* Azure: ARM Templates, Azure Data Lake, Azure Pipelines, Batch, Service Fabric, VM’s, App Gateway, Azure Front Door, Azure DNS, Virtual Network, Azure Kubernetes Service, Azure AD, Azure HCI, Azure Stack & Azure Powershell
* Terraform modules Vault, Vagrant & Packer
* Deliver a portfolio of IT system optimizations to reduce complexity and streamline processes
* Provide cloud architecture services
* Provide IT security advice for on-prem, migrations to cloud & cloud-native estate.
* Application assessment for cloud readiness
* Architect the onboarding of on-prem apps to the AWS & Azure cloud
* Advise developers on best security practices for configuring AWS configurations
* Rebuild application stacks for cloud readiness
* Created CI/CD pipelines
* **Employer:** OneWeb

Role:  Lead Site Reliability Engineer (SRE)

Employment Status: Aug 2018 – Jan 2019

* Hands-on Softbank funded Startup technical role
* Providing solutions to multiple entities in the business
* I have implemented multiple clouds and on-prem solutions for different teams in this business both nationally and internationally (AWS, Azure, GCP & HyperV) and I lead all Junior SRE’s and engineers to assist in these projects.
* Distributed over 20 highly available micro-services running in Amazon Elastic Container Service with Docker and Kubernetes
* Create Cloud and on-prem infrastructure that supports an 850 strong satellite constellation
* Create and maintain IT Infrastructure solutions for the UK Space Agency partnership with OneWeb
* AWS EC2, Cognito, IAM, Cloudfront AWS Security, WAF’s, Amazon Elastic Container Service for Kubernetes, Lambda, Elastic Load Balancers for high availability, S3, Workspaces, RDS, EFS, CloudWatch, OpsWorks, Athena, AWS Auto Scaling, Docker container services, Microsoft & Linux boxes in AWS, AWS security by design and best practices.
* Google Cloud Platform – AppEngine, Kubernetes Engine, Bigtable, Firestore, VPC Networking, Hybrid connectivity (interconnect and Cloud routers), BigQuery, Cloud functions & Gvisor
* Azure – Azure Stack, VM’s, App Essentials, AKS, SQL, Azure AD, App Gateway, Service fabric and Batch
* Windows on-prem and in the cloud - Powershell DSC, BASH, Powershell for AWS CLI, Powershell in Azure, SCOM, SCCM, all Server manager role and feature experience with Powershell Scripting and Automation
* A mix of Linux (RHEL, Ubuntu, Centos) and related CLI
* I had to know how to work with Chef, Puppet, Ansible, and SaltStack all used depending on the team's flavour
* DR, backup
* Networking and Security, Palo Alto and Cisco Meraki and DarkTrace depending on the rack
* **Employer:** QTAC

Role:  IT Infrastructure DevOps Lead

Employment Status: Jan 2018 – June 2018

* Cloud project lead role with windows and Linux in AWS and Azure, with some hybrid solutions
* Complete infrastructure as code, CI/CD & source control experience
* Windows Server 2012/2016, Exchange online, Office 365, AD, Sharepoint, Power BI, SCCM, SCOM, SQL, IIS, WSUS, CA, DNS, DHCP, XVLANS
* TerraForm, GIT, Bamboo, Vault, Vagrant
* CentOS, RHEL, FreeBSD, Ubuntu, Fedora on Windows, Debian
* Powershell core, Powershell AWS CLI
* JSON, YAML
* Amazon Elastic Container Service for Kubernetes, Lambda, Elastic Load Balancers and NLB’s for high availability, S3, VPC, RDS, Redshift, ELB, VMWARE cloud on AWS, IAM, AWS Key Management Service, AWS Batch, Workspaces, Docker container services, AWS server migration service, AWS database migration service, Snow Family, Beanstalk, Microsoft & Linux boxes in AWS.
* SAML, ADFS 4.0, MFA integrations for internal and external users
* SQL, OBDC, MongoDB
* Scripted Microservices across AWS
* Full DR solution implemented
* Switch, firewall and security management
* HyperV and VMWARE Legacy
* **Employer:** Accenture Technology

Role:  IT Infrastructure DevOps Lead

Employment Status: Aug 2017 – Jan 2018

* Managed services role working in multiple environments across on-site projects and companies both within the UK and Australia.
* AWS, AZURE, Google Cloud migrations on-prem HyperV and VMware solutions.
* AWS EC2, Cognito, IAM, Cloudfront AWS Security, WAF’s, Amazon Elastic Container Service for Kubernetes, Lambda, Elastic Load Balancers for high availability, S3, Workspaces, Docker container services, Microsoft & Linux boxes in AWS, AWS security by design and best practices.
* Manage all aspects of Azure environments in-house and within clients environment
* Windows Reporting in AWS- coupling Windows software such as SCOM, SCCM, Windows Server boxes in AWS to leverage High availability reporting, deployments, security, AWS Exchange boxes while integrating Office 365
* Linux boxes in AWS
* Sharepoint Developer Experience
* Manage all aspects of Citrix across a variety of environments
* Manage all aspects of VMWARE environments (from bare metal ESXi to vSphere) in-house and within clients environment (including but not limited to - NFS or iSCSI depending on clients licensing)
* Conduct any kind of Office 365 migrations
* Create Red Hat Linux solutions, as well as troubleshoot legacy solutions
* Direct use of the AWS CLI, Linux CLI, BASH, VI, Powershell (including DSC)
* Strong focus on automation through a variety of methods - Powershell, Chef, Puppet & Jenkins
* ADFS and Cloud Multifactor authentication, SAML, XML, Identity federations, REST for all AWS offerings.
* UNIX support components for this role – including the use of Casper to automate and deploy builds.
* Complete Windows Administration environments end to end management for Accenture Managed service
* Kubernetes
* Terraform and other infrastructure as code
* **Employer:** Efficio Consulting Limited

Role:  IT Infrastructure DevOps Lead (2IC)

Employment Status: Nov 2016 – Aug 2017

**Role/Responsibilities**

* Manage Efficio IT Physical and Cloud infrastructure both nationally and internationally
* Migrations to Azure
* Plan, design, configure & deploy or migrate any type of server (Virtual, Open Source, Telnet, List, Collaboration, IRC, application & web) across both Microsoft and Mac environments)
* Manage both before and after the switch infrastructure.
* Conduct MS Exchange Migrations to 365 and system administration duties for legacy versions of exchange.
* Manage migration to cloud infrastructure
* The complete experience of all windows server administration tools such as but not limited to- Group policy, Routing and remote access, Task scheduler, services, custom scripting, server manager plus much more
* Manage physical infrastructure across the business including on the rack (Cisco Meraki switches, Dell SAN, VRTX severs with blades & Legacy RAID
* Configure TCP/IP, DNS, Leased lines, DHCP, Federation Trusts, and Domain controllers set up and decommission.
* Manage the complete Active Directory forest
* Write PowerShell scripts, for automation, configuration, customisation, changes and implementations across all machines across multiple domains.
* End to end management of both a VMWARE and separate HyperV environments, including but not limited to complete set up and configuration troubleshooting, changes and performance improvements.
* Create, migrate, change and decommission – domain controllers, server 03/08/12 & 16, Linux (Redhat) & IOS X servers.
* End to end IT Security configuration of both Windows out of the box products and third-party applications. Experience in configuration of firewalls, web proxy, active port monitoring, asset management, VPNs, mobile device management, intrusion protection, pre-boot, USB & email encryption.
* IT ISO27001 representative, create and implement IT policies across the business to gain certification
* Backup and storage configuration (shadow copies, application-aware backups, cloud & Azure)
* Plus much more please ask if not listed
* **Employer:** Aspen Healthcare Ltd

Role:   IT Infrastructure DevOps

Employment Status: Jun 2016 – Nov 2016

**Role/Responsibilities:**

* Hybrid cloud environment
* VMware in AWS Experience including complete migrations of on-prem to AWS and spinning up VMware solutions in AWS
* Extensive Windows System Administrator experience.
* Complete AWS Disaster Recovery solutions
* Maintain Hyper V infrastructure including but limited to, Virtual Machine builds, server maintenance, Server creation, Domain Controllers, Hosts, SolarWinds and Kaseya alert monitoring, Vendor management –Veeam, Group Policy Management, device installation on servers (printers, hospital machines, faxes), server task mgt/scheduling, driver installation, disk management & complete infrastructure auditing
* Hyper V infrastructure support
* Legacy HP and DELL SAN support
* Complete Microsoft Exchange 2013 Admin
* PowerShell Scripting for exchange, VM’s, active directory
* McAfee administration, support, build and deployment
* Legacy Radius Server support
* Hardware support, build and troubleshoot including configurations (Ie: DHCP and Static IP configurations)
* Firewall Administration (including vendor mgt- Palo Alto)
* Wireless Internet troubleshooting and support
* Experience with group policy user and computers configs, Windows Server 2012 R2 Datacenter host configuration, failover clusters vice versa
* Joomla Admin for the workplace intranet
* Reporting
* **Employer:** Parmalat

Role:  Infrastructure Engineer

Employment Status: Jan 2016 – Jun 2016

**Role/Responsibilities:**

* Hybrid cloud environment (on-prem, AWS and Citrix)
* Provide level 1 to 3 Support across Citrix VM environments & and Local PC environments
* SharePoint administration exposure
* Provide System Administration Support
* Use PowerShell to automate new and existing processes
* Experience in troubleshooting Windows Server problems, using logs, implementing changes & creating and changing scheduled tasks
* Create and troubleshoot Windows Server FTP clients
* Provide SAP 730 Support
* Active Directory (user admin, authentication issues, attribute editing, create and manage permissions, lock down folders for OU’s and users across multiple domains)
* Use Microsoft Exchange to create new mailboxes, distribution lists and PowerShell to create shared mailboxes
* Deploy software using SCCM as well as console root folders & Citrix published apps
* Use Mobile Iron Core- “System Admin” application and “System Manager” Application, use Mobile Iron to configure Apple and Android Devices, troubleshoot, audit and deploy apps@work.
* Technical Support for all Ipads, iPhones and MAC devices, including provisioning/set up.
* Experience in Cisco Unified CM Administration create new Cisco IP Phone profiles, users, create new extensions & phone numbers, set up international dialling
* Cisco TMS Telepresence Suite booking and troubleshooting
* Experience using Scrutinizer (NetFlow), Statseeker and Syslog Cumulative in troubleshooting
* Sophos Proxy Management and administration
* Conducted correct bouncing of servers in Citrix Environments
* Desktop Support (set up workstations, build machines, manage DELL warranties, CapEx, organise data point installations, troubleshoot mechanical or sever/software printing issues)
* Ysoft Secure print server experience
* AWS Console experience
* WYSE Thin Client troubleshooting and support, including F5 Edge Client for Apple Devices
* Experience gained in Dairy industry systems – IE- Lactalis, Nautilus etc
* Create new folder directories for users and create AD permission
* **Employer:** Bupa

Role: IT Infrastructure Support (2nd & 3rd Line)

Employment Status: Jan 2014 – Jan 2016

**Role/Responsibilities:**

* Provide Level 2 Technical Support to Bupa employees based nationally and internationally by phone & email
* Troubleshoot, record and process all ICT Incidents and Requests
* Professionally Log End User Incidents and Requests in ServiceNow
* ITIL
* Attachmate Client experience
* Experience in providing remote support (including Citrix remote, RSA & Cisco IP Commutator)
* Experience with ServiceNow and all of its functionality/reports
* 1St call resolutions where possible for any IT problem within Bupa
* Experience in comprehensive System Administration (new users accounts in AD, mailbox creation)
* Create and Maintain Service Desk Knowledge Base
* Experience in supporting Cisco IP phones through the use of applications Uplinx, Genesys Configuration manager
* Troubleshoot with PowerShell scripts, automate processes & create shared mailboxes
* Extensive relevant experience in maintaining efficient and quality service
* Proficiency and experience in Command Prompt (CMD) command lines/syntax
* Citrix & XenApp client- troubleshooting
* Full MS Office Application desktop support exposure
* Proficiency and experience gained in Win7 & Win10 functionality, troubleshooting and user training.
* Experience/proficiency in the full Active Directory Application
* Workgroup creation, Active directory permission admin and SharePoint Administration exposure
* MS Exchange troubleshooting, create new mailboxes, distribution lists and PowerShell to create shared mailboxes
* Hardware repairs experience
* System admin and maintenance for over 50 applications and systems
* Meeting IS Service Desk KPI’s including average handling time, FCR, wrap codes, logging jobs correctly according to KB process
* Ensuring 5W’s are followed when logging and processing, incidents and requests
* Software Installs, identify management, permissions experience
* RSA Token security experience
* Uplinx and Genesys telephony administrator experience
* BOSS, Cyclopes experience
* B.eye Support
* Experience in supporting CRM and SAP
* System health checks (inc: logs, event viewer & health checks across servers, websites and corporate intranet)
* Technical Support for all Ipads, iPhones and MAC devices, including provisioning/set up
* Vendor Management (ie: Upstream, Engagis)
* **Employer:** Bupa Australia and New Zealand

Role:  Digital Consultant

Employment Status: Jan 2012 – Jan 2014 (2years approx.)

**Role/Responsibilities:**

* Create HTML Content
* Manage Online Customer Self Service front-end partner portals and customer user interfaces
* Provide Social Media and web chat website Support
* Process online transactions when required
* Plan for online trends
* Experience in building online process flows for customer self-service
* User acceptance testing – website troubleshooting & comprehensive reports exposure regarding defects related to digital content
* BI reporting on customer data- (Tracking data for online sales, new join and customer
* retention) and report performance for digital marketing campaign effectiveness
* Vendor Case management

Exposure

* Support Bupa’s customers contacting the business digitally during peak times
* Sale’s target benchmarking and calibration using statistical analysis software
* Training and development of staff around the business in everything digital/liaise with digital project stakeholders
* Build MS Outlook Templates
* Create customer digital distributions
* Sitecore development exposure
* **Employer:** Telstra

Role:  Network Support Desk Consultant

Employment Status: December 2010 – February 2011

**Role/Responsibilities:**

* IT Services (Networks) role
* Assist in all provisions of IT support that was Network/communications related
* International Roaming requests
* LAN port locking and unlocking
* Provide support using Genesys and Configuration Manager
* Phone number/Extension creation
* DNS service records analysis exposure
* Liaise with Vendors and ensure SLA’s are maintained
* Create new requests, lodge calls and case manage network related issues using Remedy/ServiceNow
* Communicate problems to relevant departments and monitor the fix (end to end service ticket case management)
* first point resolutions within a IS environment that was of the Network discipline
* Coordinate a number of live Gantt charts that communicate workloads to field technicians
* Remotely control workload of the technicians whilst prioritizing customer demands on the technicians live.
* Talk on a technical level regarding what the solution/workaround is, to field technicians using a knowledge base.
* Liaise with all stakeholders to identify customer needs.
* Plan future workloads for Communication Technicians, incorporating their leave, RDO’s, skill sets and match these with Telstra customer’s infrastructure.
* Analyse & Escalate Government Emergency Services Network issues and ensure Telstra SLA expectation is met

**Employment History – other, non IT related experience**

* Previous Employers
* **Employer:** Bupa Australia and New Zealand

Role:  Resolutions Consultant - General Insurance and Internal Communications

Employment Status: 11 months Feb 2011- Jan 2012

* **Employer:** Queensland Government – Department of Employment Economic Development and Innovation

Role:  *The Office of Fair Trading* - IT Support Technician Specialist

Employment Status: 1 year, January 2010 – December 2010

* **Employer:** Queensland Government – Department of Justice and Attorney General

Role:  Guardianship and Administration Tribunal - IT Support Technician

Employment Status: 5 Months, August 2009 – December 2009

* **Employer:** SPAR

Role:  Store Manager

Employment Status: 4 Months, April 2009 – July 2009

* **Employer:** Woolworths (Safeway)

Role:  3 positions over a period of time, 1-produce assistant, 2-Produce 2IC/1IC 3- Junior C0- A/Duty manager

Employment Status: 2 years, June 2007 – April 2009

* **Employer:** REED Property Group

Role:  HR Research Fellow

Employment Status: 8 Months, November 2007 – June 2008 (part-time - worked in conjunction with the above job at Woolworths)

* **Employer:** University of the Sunshine Coast

**Role:** Project Coordinator

**Employment status:** Part Time 9 Months, July 2008 – March 2009

* **Employer:** Surf Vision

**Role:** Customer Service representative

**Employment status:** 1 year, June 2006 – May 2007

* **Employer:** J & K Facilities Management & Maintenance contracted to Australian Defense Force

**Role:** OO1 Operations Worker (Temp) - Facilities Maintenance/administration

**Employment status:** 6 months, December 2005 – May 2006

* **Employer:** Harvest Rain Theatre Company

**Role:** Office Administrator

**Employment status:** 10 months, February 2005 – November 2005

* References

Available on request