TIM ST.CLAIR

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At a glance

I am a creative software developer that is able to adapt to changing business requirements, overcome technical limitations, and work effectively and efficiently as both a team member or leader. I have extensive experience designing software for e-learning, and have worked with a broad range of clients and projects in from primary education through VET, as well as private and corporate businesses. I am results focused, and like to see developments are properly thought through and fully implemented. I am also highly technically minded and can efficiently diagnosis and repair computers, network devices, servers and other technical infrastructure, and train users in software or hardware usage and service.

Outside work, I am an avid gardener and participate in community gardening projects. I have studied horticulture as a hobby, and will always find time outside work for landscape photography, hiking, cycling, and spending time with my family.

Key Attributes

Graphic Design	Signs and Glass; Brochures and Flyers; Marketing message boards; Business cards
Software Design	Classic ASP; VB6 forms and COM applications; ASP.NET WebForms and Web Applications; Web Services and SOAP; ASP MVC; JavaScript; HTML; PHP; Perl; SCORM; IMS; MSF, Agile and SCRUM methodologies; SQL Server; Database design; Entity Relationship Design; Report design and optimisation
Web Design	Online Communities; Data-driven web design; Authentication systems; Multi-domain integration; Cross-domain integration; Secure sites / SSL; Payment Gateway integrations; Portal design; Online Courses; Flash
Project Management	Project scoping; Time-lining; Managing concurrency; Managing team skills; Time Tracking and Billing; Interviewing and hiring staff; Communicating with clients; Issue resolution; MSF documentation

Technical Lead	Constructing technical documents; Tasking team members; Time management; Commenting and Maintaining Source Code; Managing software regression; Testing procedures; Re-skilling; Finding creative solutions and compromise
Technical Writing	Creating internal documentation; Creating client documentation; Quoting / Scoping technical work; Code commenting; Product Documentation
Product management	Feature planning; Depreciation management; Analysing business requirements; Creating design documents; Surveying and Market Research
Online Course Design	Administering and maintaining online learning; Course instructional design; Guidance; Choosing best fit tools for a course; Reporting; System Interoperability; HR systems integrations; Converting courses from third-party tools
Software Skills	Windows Server systems (Incl. NT4+, Back Office, Exchange Server, SQL Server, Source Safe and TFS, AD and User Management; Routing and Network management, IIS, Installation and Troubleshooting); Visual Studio; Photoshop; Illustrator; Corel Draw; Flash; Dreamweaver; PowerPoint; Access; Word; Visio; Project; TeamPulse
Photography	Macro, Object and Landscapes; Object lighting; Digital library management; Photography for web design
Support and Help desk	Phone and Email support; On-site technical repair; Setting up and maintaining billing systems; Help desk software design; Finding creative solution; Dealing with anger and stress; Online/Self-service support management
Networking and Servers	Physical installation; Power and Air Conditioning planning; Physical hardware maintenance and upgrade; Downtime planning; Liaising with staff / clients; Network topology planning; Redundancy planning
PC Tech Maintenance	PC and Mac technical repair; Printer repair and maintenance; CRT diagnosis and repair; Service contract repairs; Root cause diagnosis; Virus removal; Maintaining privacy
Software Training	Face-to-face application training (Lotus Notes and Domino, Microsoft Office Suite, Infini-D, Lightwave, Adobe Premiere, MYOB, various home-user applications); Over-the-phone software training; Shared desktop LMS training and product demonstrations.

Experience

SOFTWARE DEVELOPER, JANISON (11.5 YEARS)

Janison started as a small business with 4 staff and has grown to 40+ staff and is a leader in the field of online learning and assessment. In 2011 Janison won the Telstra NSW Medium Business of the Year. I worked with clients such as EdNA, Microsoft, ASIC, Australian Institute of Company Directors, SA Health, Ramsay Health Group, Australian Institute of Sport, New Zealand Navy, Adventist Media Group, Australian Defense Force Academy, Australian Customs, NT Police, TAFE (SA, NSW and QLD), NSW Department of Education and NewsLimited to name a few.

2011-2012 - Learning Stream Manager: This was a high level management position, of which the main activity was project management for a large team (20+) of back- and front-end software developers, graphic designers, content producers, QA and Support staff to ensure projects were delivered on time, within budget and architecture restraints.

2010 - Product manager: In this role my duties incorporated market research, business requirement analysis and breakdown, system architecture management, budgeting, staff review and time management. I was advisory to other product managers and senior to technical leads and offered technical analysis of systems, advice and decisions on software architecture.

2009 - Support Specialist: In this role I provided technical-level support for the LMS and ancillary systems including bespoke software, integration systems and reporting. I provided analysis and optimisation of SQL-based reports, undertook performance testing and log analysis of servers and networks, performed technical maintenance of network, power and server hardware and introduced detailed billing, ticket and time tracking systems via helpdesk software.

2007-2008 - Lead Programmer: Much of my time was now spent in planning, optimisation and technical advisement, and working with clients on integrations (such as Single Sign On, Security Audits, etc). I worked with a number of software technologies in both front- and back-end design, database design, security testing and review, third party integrations and interface design.

2004-2006 - Technical Lead: In this role I had become a technical resource for the growing number of programmers (then around 5) which involved system architecture planning. Aspects of this time included conversion of legacy code to newer technology, feature and redundancy additions, interface design, development in ASP.NET, COM, AJAX and SQL.

2000-2004 - LMS (Learning Management System) development: I was the primary developer / programmer of a small, growing team that managed a single in-house software product (Janison Toolbox, now called Janison LMS). The software was designed to utilise cutting edge browser and server capabilities. As a member of a small business I was primarily a programmer, but often also performed the roles of graphic designer, trainer (via phone or face to face) and business analyst.

TECHNICIAN, TRAINER, MCDONAGH COMPUTERS (3 YEARS)

McDonagh Computer Services was a computer service and contract driven PC repair organization located in Gunnedah, NSW, which shared office space and computer resources with Drake Training. Over the years there the company was able to grow to 3 stores in Gunnedah, Tamworth and Armidale and serviced business clients throughout the north-west of NSW. I also performed contracted maintenance through Wang Global, servicing CentreLink, local MP offices, banks, fossil fuel distributors, lawyers and accountant firms.

1999-2000 - Technical lead, network specialist: Became an Apple Certified Technician, store gained Apple Reseller capability, opened a third store and trained staff. Roles included diagnosis and repair of all types of Apple products (including Apple IIe), diagnosis and repair of CRT monitors, PC server upgrade and installation of Novell Netware based servers across primary schools in rural and remote NSW for Y2K compliance. Business installed a modem-based ISP and I learned to manage connections, billing and build web dynamic web sites using SQL Server, HTML and Perl.

1998–1999 - Technical repair plus CBT (Computer-based Training) for Drake Training: Teaching Computers A First Course, Introduction to the Internet for Seniors, Microsoft Outlook, Access and Word, Novell Netware Administration, Lotus Domino Server Administration, Lotus Notes. Acquired Lotus Domino certification through Drake Training. Other roles included overseeing opening a second store and implementing work areas, a new palm-pilot based billing systems for on-site calls, inter-office communication including integrating the office network (including Microsoft Exchange server) across three towns efficiently using Routing and RAS (dial-in modems).

1997 - Technician: Setting up internal structures for accurate billing, storage and contact of clients for PC technical repair. On-site home and business visits for diagnosis and repair of problems. Large service area (hundreds of kilometres) meant that creative solutions to some problems had to be found.

ON-SITE TECHNICAL SUPPORT, SELF-EMPLOYED (6 MONTHS)

Jan-May 1997 - Self-employed: I worked as a PC support and repair technician. Advising and diagnosing PC computer based problems, training home users on basic use of applications or hardware. Web site design (PERL, HTML) - HTML coding, Photoshop, payment gateway integrations, contact forms (PERL based).

TRAINER, COMPUTER GRAPHICS COLLEGE (1 YEAR)

The Computer Graphics College (Sydney) was an early adopter of online multimedia and print production computer based training. Their students worked as graphic designers, multimedia CDROM artists, print media producers, advertising agents and 3D artists, at very early web production work.

1996 - Trainer: I worked at the Computer Graphics College, Sydney, teaching Multimedia, Video production and 3D modeling.

Qualifications

2009	Cert II, Horticulture (TAFE NSW)
1999	AQF3 Chemical Handling (Exp: Nov 2014)
1999	Cert II, Information Technology (TAFE NSW)
1998	Certificate, Apple Technician (Apple)
1998	Certificate, Lotus Domino Server Trainer (Drake Training)
1996	Certificate, Multimedia (Computer Graphics College)
1995	Associate Diploma Business (Information Systems) (TAFE NSW)
1993	HSC (The Armidale School)