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# Resume

## Jonathon Hartley

### Experience

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2016 - 2017 Tiger Technologies

DIRECTOR OF OWN COMPANY

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- ICT Consulting
- Swift programming
- Internal use of apple eco-system – Airport extreme, Time machine, iMac, Macbook Air, iPad Air, iPad, iPhone6S

2015 - 2016 Cloud Copy Click P/L

BUSINESS DEVELOPMENT MANAGER - RIVERLAND

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- Photocopier business development
- Network & Communications business development
- Successfully replaced many competitor products

2007-2016 NEC Australia P/L

SENIOR ACCOUNT MANAGER – GOVERNMENT AND ENTERPRISE

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- ICT Account management of South Australian Government, South Australian Health and key major accounts e.g. Yalumba Wines
- Overachieved sales budget by 150% Year on year
- Replaced Fujitsu systems at 4 major hospitals with NEC products

2005-2007 NEC Australia P/L

NEC ICT SOLUTIONS MANAGER, MAJOR PROJECT CONSULTANT & ICT SYSTEM ENGINEER

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- At NEC request, returned to NEC to implement the 34,000 end State Government Fusion Unified Communications network (largest in Southern Hemisphere). This project was completed on time and within budget.
- **Pre and post sales engineering and solution design (Hardware and software)** for S.A.
- Major Project Management for SA Government and Enterprise accounts
- Management of Solutions Group

1999-2005 Archery Mart Australia

DIRECTOR

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- Management of retail outlet and national mail order
- New business and dealer channel development
- Customer retail and wholesale management and sales
- Tripled revenue in three years and tripled customer base.
- Archery Mart Australia is now the largest real and on-line archery business in Oceania

1996-2000 NEC Australia P/L

NEC STATE SALES MANAGER

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- Built a cohesive and quality sales & service team
- Doubled the branch revenue in four years
- Doubled market share (40% to 80%) in four years
- Won the NT State Government network maintenance contract
- Won the SA State Government supply contract - \$2.5Million in first year

1994 - 1996

NEC SERVICE MANAGER - NSW

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Relocated from South Australia at company request to develop the NSW Service Team & increase service profit.

- Leading, motivating & controlling branch service staff (36).
- Client negotiation & liaison (Pre & Post Sales).
- P&L responsibility for Service and Installation.
- Major Project Management
- Total Quality Management Facilitator/Trainer.
- Maintenance of ISO9001 compliance.
- Assistance in winning the Australian Quality Award.
- Fulfil State Manager role in State Manager's many absences.

1992 - 94

NEC SERVICE MANAGER - SA/NT

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- As above but in a smaller branch.
- Built Novell network. (24 Workstations/1 file server/WAN interface.
- Member of MFGPro ERP implementation team
- Fulfil State Manager role in State Manager's many absences.

1991 - 92

NEC OPERATIONS MGR. - SA/NT

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- Supervise & Control Installation and Maintenance Operations.

1988 - 91

NEC NECARE SUPERVISOR. - SA/NT

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- Startup of Necare Customer Service for S.A. & N.T.
- Selling Necare Customer Service Contracts.
- Technical maintenance of growing customer base.
- Build PABX Service Network & Team
- Fulfil National Necare Operations Manager (located Vic.) during manager's absences.

1987 - 88

TELECOM AUSTRALIA - SENIOR TECHNICAL OFFICER GRADE 2

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- Technical Consultancy / Sales Engineering for the South Australian PABX Sales Team
- Major Project Management

1985 - 87

TELECOM AUSTRALIA - SENIOR TECHNICAL OFFICER GRADE 1

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- System Specialist – Level 2 remote & onsite support - NEC PABX Range
- System Specialist - Level 2 remote & onsite support - Information Systems
- Provision of Computer Training
- Field & Office Management - PABX Service (26 staff & plant)

1979 - 85

TELECOM AUSTRALIA - TECHNICIAN/TECHNICAL OFFICER

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- 2 Years - Customer Fault Finding
- 3 Years - Installation & Maintenance of PABX & Computers
- 2 Years - Exclusive NEC PABX Maintenance

1975 - 78

P.M.G. / TELECOM. - APPRENTICE TELECOMMUNICATIONS TRADESMAN

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## Education

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### 2000 - Adelaide TAFE

- Diploma in Information Technology
- Certificate in Microcomputing
- Certificate in Business Systems Analysis
- Certificate in Microcomputer support
- Certificate in Pascal Programming
- Database design
- Pascal/C/Cobol/RPG II/Basic/SQL Server

### 2007 - Tabor University Adelaide

- Bachelor of Ministry (continuing, on-hold)

## Training

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- NEC Certifications
  - All Unified Communications and Call Centre products
  - 'Neoface' facial recognition
- Cisco Certifications and training
  - Cisco wireless
  - BE6K Unified Communications sales
- HP Certifications
  - Selling HP Converged Infrastructure Solutions
  - Selling HP Enterprise Networking Solutions and Services
- Riverbed Certifications
  - Riverbed Sales Associate (RSA) 101, 105, 106, 107
  - Steelhead, Stingray, SteelCentral, Cascade)
- Certified Prince2 Practitioner (Project Management)
- OHS&W and EEO
- Strategic selling
- Microsoft Networking Essentials
- NEC Overseas Managers Program, NEC Institute of Management, Tokyo
- NEC Management Development Course
  - Management/Leadership
  - Strategy
  - Marketing
- Total Quality Management Change Facilitator

- Time Management
- Industrial Relations
- Confronting Poor Performers
- Management Certificate (University of Adelaide)
  - Management/Leadership
  - Marketing
  - Business Finance
  - Motivational Skills
  - Import/Export
- Instructional Methods
- Management & Supervision