Naaman Campbell

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ENTERPRISE ICT LEADER – STRATEGY, RISK, TRANSFORMATION

Creative enterprise ICT professional with large organisation experience specialising in strategy and policy development, critical systems and data availability, and business transformation through technology.

Confident and clear communicator with demonstrated advanced analysis and problem solving skills.

Dedicated to the continual improvement of ICT systems, teams and department through IT Risk Analysis, Consulting, Management, and Enterprise/Technical Architecture.

PROFESSIONAL EXPERIENCE

AGORILLAADAY CONSULTING, Brisbane   4/2016 – *present*
Principal Consultant / Founder

- Principal Consultant and Founder of full-service ICT consulting company specialising in small & mid-sized businesses
- Leading both pre and post sales discussions to identify highest-value projects
- Authoring and presenting various architectural deliverables for clients
- Developed Digital Marketing architecture and scheduling

Major Engagements:

- TOGAF Enterprise Architecture – Major Brisbane Destination
    - Proposed architecture governance models in line with the TOGAF standard
    - Introduced customised set of Architecture Principles for current and future ICT decisions and projects
- Customer Digital Engagement Strategy – National Insurance Broker
    - Reviewed and advised on the selection of a new CRM system
    - Initiated a Social Media Strategy which formed part of a broader company re-branding
- Digital Strategy – Cyber Security Consulting Company
    - Audited existing digital assets and assessed competitor digital capabilities
    - Produced 1-year timeline and budget for digital initiatives

BRISBANE AIRPORT CORPORATION, Brisbane   4/2013 – 4/2016
Server and Storage Systems Architect

- Senior strategy and architecture leader responsible for the ICT architecture and operations of Australia's second-busiest capital city airport
- Led significant architectural process improvement and authored major ICT strategy and architectural guidance
- Delivered major ICT and Business projects aligned with the ICT and Business strategies, and BAC's Enterprise Architecture principles
- Worked closely with the Managed Services Provider to ensure the optimal operation and continual improvement of BAC's Server and Storage Systems
- Strong focus on maintaining multiple vendor and system integrator relationships
- Subject matter expert for BAC's Server and Storage systems

Major Achievements:

- BAC Cloud Strategy Lead Architect
    - Authored the Cloud Strategy, Cloud Policy and Cloud Assessment
    - Authored the senior management team Cloud Computing presentation
- BAC Resilience Strategy Lead Architect
    - Produced analysis of company-wide Business Continuity Plans
    - Established Critical Systems Enterprise Architecture
- BAC Cloud Authentication Project Lead Architect
    - Initiated the implementation of Microsoft Azure Active Directory identity and multi-factor authentication
- Capacity & Performance Management
    - Authored the Capacity & Performance Management guidelines
    - Created Capacity & Budget Forecasting calculator and processes
- Backup and Storage Refresh Project Lead Architect
    - Successfully led the $2Million technology refresh project

BRISBANE AIRPORT CORPORATION, Brisbane   4/2014 – 9/2014
Technology & Architecture Manager (Acting)

- Led a team of experienced technical architects/specialists responsible for BAC's ICT architecture and operations
- Part of the BAC ICT Management team reporting to the Head of ICT

Major Achievements:

- Major Team Role Transformation
    - Led the team through the Engineering-to-Architecture role transition
    - Established Enterprise Architecture Repository and improved existing architecture processes
    - Chaired the ICT Architecture Review Board
- Performance Reviews and Performance Agreements
    - Conducted Performance Reviews and set new Performance Agreements with the team in line with ICT strategy and new team direction
- Brisbane G20 Leaders Summit
    - Oversaw the successful, incident-free ICT preparation and operations for Brisbane's G20 Summit
- CEB IT Leadership Academy
    - Completed year-long training course whilst managing the team
- 5-year Technology Strategy, Roadmaps and Budgets

BRISBANE AIRPORT CORPORATION, Brisbane   4/2011 – 4/2013
IT Systems Engineer

- Senior System Administrator managing Windows Server/EMC & HDS Storage/VMware/Cisco UCS/EMC & CommVault Data Protection systems
- Technical Project Lead for multiple major projects including the Airport Operations System and Cisco UCS & vSphere implementation projects
- Senior technology leader within the BAC ICT Department

DEPARTMENT OF EMPLOYMENT, ECONOMIC DEVELOPMENT AND INNOVATION, Brisbane　　　1/2011 – 4/2011
Solutions Engineer - VMware

- VMware Solutions Engineer for the 1DEEDI Network Program as part of the 7,000 user Machine-of-Government department merger
- Built and managed the 1DEEDI Development, Systems Integration Testing and User Acceptance Testing server virtualisation environments
- Developed VMware processes and documentation systems to record the new virtualisation environments
- Provided strategic guidance for the Production phase of the 1DEEDI Program

VIRGIN BLUE AIRLINES, Brisbane　　　4/2006 – 12/2010
Storage and IT Facilities Engineer – 9/2007-12/2010

- Subject matter expert and lead engineer for the VMware environment
- Storage engineer supporting large HDS storage/Brocade SAN environment
- Datacentre management including multiple datacentre relocation/fit-out projects
- Led major IT infrastructure refresh projects
- Server hardware procurement, provisioning and management
- Developed/documented/presented multiple procedures & policies

Acting Team Leader – UNIX and IT Facilities – 06/2010-08/2010

- responsible for managing and providing direction for a team of highly-skilled engineers supporting Virgin Blue's business-critical IT infrastructure
- oversaw the successful NewSkies reservation system cutover
- conducted annual Performance Reviews for the UNIX and IT Facilities team

Systems Administrator – 04/2006-08/2007

- Solaris & Linux operational support
- Aircraft scheduling system technical project lead
- Initiated and led the virtualisation of multiple production Linux and Windows servers on VMware
- Introduced Wiki documentation system and promoted knowledge sharing within the team

TEYS BROS, Beenleigh　　　3/2004 – 4/2006
Graduate IT Officer

- Provided 1st/2nd/3rd level support and systems administration of Solaris UNIX server and desktop environment for 7 production sites around Australia
- Pioneered world's first deployment of Ubuntu Linux on SunRay thin-clients across the company
- Developed major production Java J2EE applications (payroll entry/staff sales) and conducted on-site training

POST MILLENNIUM TECHNOLOGIES, Brisbane　　　9/2003 – 3/2004
IT Support Technician

- 1st/2nd level support
- Assisted with Windows workgroup migration to Active Directory domain
- Developed and maintained collection of documentation

EDUCATION & TRAINING

QUEENSLAND UNIVERSITY OF TECHNOLOGY, Brisbane   2001-2003
Bachelor of Information Technology, Major in Data Communications

in chronological order

TRAINING

- TOGAF 9 Level 1 & 2
- EMC DevOps
- BAC Lean Training
- CEB IT Leadership Academy
- Tilbury Management Consulting
- Microsoft PowerShell
- EMC VNX Unified Storage
- Microsoft Exchange Server
- VMware Site Recovery Manager
- VMware vSphere
- Hitachi Data Systems Enterprise Storage
- RedHat Enterprise Linux Administration
- Sun Solaris Administration

CERTIFICATION

- TOGAF 9 Certified
- VMware Certified Professional (VCP)
- Brocade Certified Fabric Professional (BCFP)
- Red Hat Certified Engineer (RHCE)

SKILLS PROFILE

FUNCTIONAL SKILLS

Area of Knowledge	Standards/Methodologies
Digital Marketing and Strategy	Proprietary agorillaaday consulting Customer Experience methodology
Mobility and End-User Productivity	Mobile Device Management, Microsoft Azure Active Directory + Office 365, End-User Productivity Strategy
Risk, Compliance & Governance	Business Continuity / Disaster Recovery / Application Availability, Policy Development, Cyber Security (PCI Compliance), Data Protection & Retention, Software Asset Management
ICT Management	Architecture Team Management, Infrastructure Team Management, Managed Service Provider Management, Vendor Management, Technology Budgeting, Lean Operations
Enterprise Architecture	TOGAF 9 Certified, Business Strategy, Technology Strategy, Architecture Governance, Architecture Practice Establishment
Project Management	PRINCE II, Project Initiation (Project Briefs, CAPEX Justification Papers), Technical Project Governance
Information Architecture	Database Infrastructure, Data Warehousing, Data Science, Big Data
Infrastructure Architecture	Infrastructure Strategy / Architecture / Roadmaps / Governance, Mission-Critical Systems Protection, Network Architecture, Security Architecture

TECHNICAL SKILLS

Capability	Technologies
Social Media	Buffer, Hootsuite, Facebook, Twitter, Instagram, LinkedIn, YouTube, Swarm, Foursquare, Google Maps
Website Development	Wordpress, cPanel
Email Marketing	Mailchimp, AWeber, ActiveCampaign
Cloud Productivity	Office 365, G Suite
Cloud Authentication	Azure Active Directory
Security Gateways	Cisco Email Security Appliance, Cisco Web Security Appliance, Citrix NetScaler, RSA SecurID
Enterprise Services	Microsoft Exchange, Microsoft File Server, Globalscape Enterprise File Transfer, Microsoft Active Directory
Operating Systems	Microsoft Windows Server, RedHat Enterprise Linux, Oracle Solaris, Ubuntu
Virtualisation	VMware: vSphere Server, Site Recovery Manager, vRealize Operations Manager, vRealize Business
Server Infrastructure	Cisco UCS, HP BladeCenter, IBM SystemX, Sun Microsystems
Storage and Data Protection	EMC: VNX, RecoverPoint, Avamar, Data Domain; Hitachi Data Systems: AMS, NSC, Device Manager, Tuning Manager, TrueCopy/HORCM; VMware vSphere Data Protection, Commvault Simpana
Networking	Cisco MDS SAN, Brocade SAN
Datacentre & Comms Rooms	APC InfraStruXure Central