ANDREW

**PEREIRA**

**QUALIFICATIONS**

2006 Bachelor of Science in Information Technology, University of Technology.

***Credit***

2003 Diploma in Information Technology, TAFE NSW

***Credit***

**CERTIFICATIONS**

2017 Prince2 Practitioner

2017 Scrum Master (SMC)

2017 Salesforce Administrator

2016 Inference Studio Certified Engineer

2012 CCNP Cisco Certified Network Professional

2011 ITL Foundation

**SKILL SUMMARY**

13Y ICT industry experience

2.5Y Management

3Y Project Management (Prince2, Scrum)

4Y Service and Vendor Management (ITIL)

8Y 2nd Level Support for Genesys, Cisco CUCM, Verint, Business Objects

8Y 2nd / 3rd Level Support for Infrastructure (Microsoft, Cisco)

2Y Inference, Salesforce, Virtual Hold, Google App Engine, Oracle App Server

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**0414 150 933**

WORK EXPERIENCE

#### **MAY 17 – PRESENT**

#### **inference – SOLUTION Engineer (CONTRACT)**

Worked within a professional services team to:

- Elicit user stories and requirements from customers

- Design, develop and test Web, IVR and SMS solutions

- Provide post implementation support and design / as built documentation

**Achievements:**

- Built Google App Engine web apps using HTML, Javascript, PHP, SQL, JSON

- Built business objects automated reports for audio, SMS and payment IVRs

- Migrated 10M+ payment, IVR and SMS transactions from flat files to a SQL DB

**Methodology / Products:** Scrum, Inference, Google Cloud Platform

#### **SEP 15 – may 17**

#### **service nsw** - **senior IMPLEMENTATION / systems analyst**

Work as an IT product owner within a customer experience transformation team to:

- Scope and estimate options, costs, risks, benefits and timelines for proposals

- Develop business cases and project plans   
- Procure and negotiate deliverable's, SOWs and contracts with in/external suppliers

- Elicit requirements, user stories and benefits from in/external stakeholders

- Collaborate and communicate with steering groups, users and support staff

- Test acceptance criteria and assess quality of deliverables produced

- Transition products, lessons and contracts from project to BAU teams

- Provided operational support for Genesys, Salesforce, Inference, Virtual Hold

- Implement requests from a Kaizen process improvement practice

**Achievements:**

- Managed the end-to end implementation of webapps, salesforce cases & workflows, genesys queues, inference self-service / payment IVRs, birst / BO reports to launch customer & support services for NSW government initiatives such as:

icare NSW, Westconnex, Commerce Regulator, Greyhound Closure, Council mergers, Emergency Service Property Levy, Transport Point to Point, Annual Liquor license renewals, Digital Fishing, Liquor & Boat licenses

- Managed the implementation of automated callbacks using Virtual Hold

- Managed the implementation of pay-by-phone, self-service & virtual assistant IVRs, automated CSAT and NPS surveys using Inference and Salesforce

- Managed the implementation of rapid 100+ seat contact centres deployments for NSW Rural Fire Service (RFS), State Emergency Service (SES) within 24 hours  
- Managed the build of proof of concept and tenders for products such as Kronos, Voiceprint, Speech analytics, API.AI, Digital Genius Chatbot, LivePro, Voicebase

**Methodology / Products:** ITIL, Scrum, Genesys, Salesforce, Inference, Business Objects, Virtual Hold, Microsoft, Birst, Zoom, Splunk, Jitterbit, HP QC ALM, JIRA, ServiceNow

**LANGUAGES**

Java J2EE, PHP, Curl, Ruby on Rails, HTML, C#, SQL, Javascript, JSON, REST

**PRODUCTS**

Salesforce Service Cloud

Genesys 8.5 WDE, SIP, Routing, Designer, GAX, WFM

Inference Studio

Google Cloud

Business Objects, Birst

Eclipse, Visual Studio, Cloud 9

JIRA, Confluence, Git

Cisco CUCM, Unity

Virtual Hold

Zoom QM

Verint QM and WFM

Netbackup

HP QC ALM

Remedy, ServiceNow

**OPERATING SYSTEMS**

Windows Server 2012, Windows 10, MSSQL 12, Citrix 6.5

**REFEREES**

Kiran Dhanasar, Service NSW

Director Contact Centres

0481 013 132

Susan Ferguson, Service NSW

Transformation Manager

0466 442 318

[**pereira.andrew@gmail.com**](mailto:pereira.andrew@gmail.com)

**0414 150 933**

#### **APR 13 – SEP 15**

#### **NSW DepARTMENT of Family and Community Services**

#### **Principal Systems AnalysT**

- Reported to the Chief Technology Officer and managed a team of 4 resources to provide operational and on-call support for 24 \* 7 contact centres and a 2M budget with a 99.99% uptime SL

- Platform had 800+ Users, 1M+ customers, 200+ assets, 10K+ interactions per day

- Project managed enhancements to the platform

**Achievements:**

- Achieved 99.99% uptime and ISO 27001 certification

- Project managed the upgrade of XP to Windows 8 / Citrix 6.5 / Office 2010, Genesys 7.1 to 7.5, Cisco CUCM 6 to 9 and Netbackup 6 to 7

- Project managed the implementation of Verint WFM and QM

- Project managed the implementation of remote contact centres

**Methodology / Products:**

ITIL, Prince2, Genesys, GVP, Verint, Citrix, Cisco, HVAC, VMWare, Microsoft, HP QC

#### **MAY 09 – APR 13**

#### **NSW DepARTMENT of Family and Community Services**

#### **SENIOR Systems AnalysT**

- Provided operational support for Genesys, Verint, Cisco, Microsoft, VMWare & HVAC solutions for 24 \* 7 critical contact centres services

- Fulfil incident, request, problem and change control tasks

- Maintain a disaster recovery facility and solution

- Contributed to an on-call roster, achieving a 99.99% uptime and ISO 27001

Application / telephony project resource that:

- Lead the user acceptance testing for a new Genesys, Verint and Cisco platform

- Relocated 150 staff into a new greenfield office fitout

#### **JUN 04 – MAY 09**

#### **GE CAPITAL - Infrastructure Analyst**

- Provided 2nd / 3rd level infrastructure support for Microsoft, Linux, Citrix, VMWare, Cisco, VoIP, Data Centre and HVAC solutions.

Infrastructure project resource that:

- Contributed to build and migrate the infrastructure to consolidate 14 offices to 1 campus migration in NZ (800+ Users)

- Built Oracle Application Servers and Databases host internet based J2EE websites

- Virtualised and consolidated 30 x office based comms rooms into 2 data centres

#### University of Technology Sydney **JAN 07 – DEC 07**

#### **UNIVERSITY OF TECHNology Sydney - TUTOr**

- Tutor business and IT students .NET programming fundamentals