

7 Bolsabay Drive
Waikiki WA 6169
0406908544
Mr.brn.lewis@gmail.com
<http://www.linkedin.com/profile/view?id=198856058>

PROFILE

- A multiplicity of skills associated with Service Delivery
- Excellent data analysis with automation through VBA and SQL
- Employed as Asset Manager for large government client
- Totally results drive, with a business minded approach to all work, which has led to being recognized in as one of the most productive.
- Special interest in OH&S, with a keen eye for hazards
- Strong IT skills, Excel & SQL
- Working knowledge of monitoring and discovery tools
- Strong customer focus

CAREER BACKGROUND

Asset Manager, Managed Infrastructure Services

Sep 2011 – Current

Fujitsu Oceania, Level 15 Parmelia House, Perth, WA

Initially appointed as an Incident Manager Sep 2011, then promoted to Asset and Configuration Management in Sep 2012.

Responsibilities:

- Data Analysis and BI Reporting / Design in MS Excel / MS SQL Server
- Own and develop the Service Lifecycle processes from procurement through to disposal.
- Working in an ITIL environment while maintaining ISO20K compliance.
- Contractual and Process compliance documentation and tracking
- Consistently meet and exceed SLAs
- Participate in service improvement plans
- Maintain an Asset Management plan that shows how services are delivered and provides alignment with contractual deliverables
- Engaging various resolver groups to co-ordinate process compliance and the receipt of information through Change Management.
- Participate in Weekly and Monthly team meetings and customer meetings.
- Organizing customer onsite meetings
- Scheduled and Ad Hoc reporting
- Work closely with Software Management team reporting on licensing availability and software metering

- Act as transition lead for SACM services in managed services environment

Achievements:

- General Manager Gold award for design and implementation of a data validation tool for the configuration management database using VBA.
- Played a role in the implementation of new process documents on accuracy and reconciliation. Now the standard for Asset Management within Fujitsu Australia and New Zealand.
- Worked on the bids process and transition of new clients to an asset management service.
- Acted as Asset lead in overhaul of service to large corporate customer. Including process reviews across many support groups and accuracy improvements.

February 2007 – April 2011

Telstra Operations, Perth, WA

Commenced as Technical Support Consultant, Broadband Technologies. In 2009, promoted to Field Scheduling and Planning Consultant for the installation and maintenance of Telstra infrastructure

Responsibilities:

- Planning and delivering of 500 to 600 technical callouts, per day, for Field Technicians over WA regions.
- Manage high priority clients with short SLAs through Jeopardy Management
- Micro-managing customers' faults and installations over the Perth Metro and regional areas
- Managing work and prioritizing areas such as medical assistance and large business jobs, in align with service level agreements
- Engaging in discussions with Field Technicians Team Leaders and various Telstra departments
- Work effectively as part of a team, sometimes in high pressure and difficult situations
- Providing training and support as a senior staff member
- Preparing daily reports and analysis of work on the day
- Cross skilling in construction and maintenance scheduling / planning
- Ensuring all OH&S regulations are adhered to

Achievements:

- Consistently ranked number 3, in support team, out of 25, for productivity
- Acknowledged by management for receiving customer commendations and increasing customer satisfaction
- Sent to company paid course involving 'upskilling' in construction and maintenance scheduling and planning which involved completing a one week course in Adelaide, combined with real time experience, as well as being sent to a course in Jeopardy Management, focusing solely on meeting Service Level Agreements (SLAs)

- Acquiring support to new Consultants
- Handling of any escalated calls requesting management
- Invited to act as a Subject Matter Expert while working in both Townsville and Perth Centers
- Rapid promotion to highly responsible role in scheduling and planning

2005 - 2007

Powerhouse Distribution, Electrical Supplies Townsville, Queensland
Storeperson / Administrative Support

Responsibilities:

- Cutting and coiling electrical cabling
- Using M.Y.O.B for ordering and invoice data entry
- Shipping pallets of cables via various transport companies
- Creation of PowerPoint presentations for prospective clients
- Creating database software in Visual Basic for means of tracking lengths of cable
- Operating forklift
- General laboring duties
- Adhering to strict OH&S company policies and procedures

Achievements:

- Creating a VB6 application to more accurately display current lengths of electrical cable in the store than M.Y.O.B could provide. Program communicated with access database using SQL
- The above allowed instant access to records of the lengths of cable available in the warehouse and not just the total length. Example customer calls asking for 100mtrs of 20mm Earth, MYOB will state 120mtrs available. However, without checking coiled lengths in the warehouse there may be two coils of 50mtrs and one of 20mtrs therefore not what customer is asking for. This new program would tell us what lengths are available to quickly manage customer enquiries, also useful for knowing when to order more stock and also during stock takes
- Success in ordering new stocks of electrical cabling, via M.Y.O.B, which resulted in improving consistent supply of level of goods to meet customer needs

2004 - 2005

The Steel Barn, suppliers of steel products, Townsville Queensland
Sales / Stores

Responsibilities:

- Taking sales in person and through phone orders
- Cash Handling
- Forklift Operation
- Inputting invoices and Sales dockets through MYOB.
- Cutting steel to correct lengths for customers.

COURSES AND CERTIFICATES

- Microsoft SharePoint Server 2011 (In house training)
- Senior First Aid Certificate 2011.
- TAFE Certificate 4 in IT 2000 (Programming VB, VBA, Java, Java Script, HTML, XML)
- SLA jeopardy management (in house training)

COMPUTER SKILLS

- MS Windows (XP / 7 / 8 / Enterprise)
- SAP - warehouse stock reports and movement reports
- MS Sharepoint
- Active Directory
- MS Exchange
- Java and Javascript Programming
- Excel – VB Macro programming
- SQL scripting
- Multiple Service Management Tools including Remedy, TSD, HP Open View.
- ITCM, Spectrum, Nimsoft, NAAT, Flexera, SCCM, NAAT

PERSONAL

- Citizen of Australia
- Health – Excellent
- Full and clean driver's license

INTERESTS

- Computer software
- Computer Programming
- Reading
- Process compliance

REFEREES

- Justin Campbell, Asset Manager Fujitsu Australia Managed Services – 0406157314
- Marigrace Lorega, Customer Liaison Manager, Fujitsu Australia Managed Services – 0438451756