

# Tom Osborne

a. 16 Saddle Hill Rd, RD 1, Dunedin 9076  
e. tom@unifone.net.nz p. 0211449484

## Project

### **Aviation Insurance**

## Qualifications

### **Bachelor of Information Technology**

Otago Polytechnic, currently enrolled in third year, 'A' Student.

### **Advanced Certificate in Engineering** (Electrical)

Otago Polytechnic, graduated 1999

## Work Experience

### **Operations Manager, Unifone New Zealand Ltd** (2013-Present)

- Facilitate open dialogue between staff members to encourage greater productivity.
- Management of Ubuntu servers, including LAMP stacks for web hosting.
- MySQL database design and maintenance.
- Web app development.
- Establish/manage relationships with, and networks of, Unifone's wholesale customers.
- Assist office staff and customers with their IT needs.
- Assist field staff with configuration and testing of network equipment.
- ISP Network design.
- Procurement, implementation and maintenance of network infrastructure.

### **Network Technician, Unifone New Zealand Ltd** (2009-2013)

- End user interactions, including: sales, job booking, support calls, account support.
- Provision and installation of customer premises equipment.
- Provision and installation of wireless repeater sites, including solar installations.
- Command line configuration of Cisco networking equipment.
- Developed and implemented new systems and processes to increase efficiency.
- Train new staff and teach existing staff new systems.