MANDY KOPELKE

IT professional with a "can do" attitude and creative flair

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@ **mandy@kopelke.com**
📍 **Sydney**

EXPERIENCE

Developer/Support Analyst

Cochlear

📅 2003 - 2004 📍 Lane Cove, AUS

Member of the in-house project team designing, developing and implementing various Oracle Financial and Manufacturing packaged solutions and interfacing them with existing systems.

- Customized Oracle API's to perform data interfacing between the new Oracle applications and existing external systems.
- Formed strong and respected working relationships between the Cochlear IT team and the onsite Oracle technical and functional staff, to ensure that implementation requirements were fully understood.
- Provided above and beyond commitment to ensuring data integrity during the data conversion processes required prior to Oracle systems and interfacing implementation.
- Worked with accountants to understand the data fully.

Support Analyst

Oakton

📅 2001 - 2003 📍 North Sydney, AUS

Worked in a help desk environment involved in supporting a variety of external clients' Oracle Financials environments, in person and remotely. Covering all stages of the project lifecycle, from problem resolution, analysis through design, development, testing, implementation and end user support.

- Provided telephone support for remote clients.
- Logged, investigated and resolved client support issues.
- Visited client end users in person to better understand the problems they were encountering.
- Suggested and implemented internal process improvements to better support our services.

Developer/Implementation Support Analyst

Boral

📅 1998 - 2001 📍 Sydney/Brisbane, AUS

A member of the project team replacing legacy systems with core Oracle business systems. Involvement in many projects across NSW and QLD with varying responsibilities.

- Co-ordination of the GST implementation for QLD.
- Development of interfacing and data conversion between legacy and Oracle financial applications.
- Management of program change control with the corporate IT function.

SUMMARY

Having been in the IT business for 14 years across both the UK and Australia and a break to raise my beautiful family, I bring a wealth of knowledge from various industries, including medical, publishing, construction, government, music, pay tv and specialty chemicals with a strong focus on financial and business critical systems. My roles have covered all aspects of the technical spectrum from programming to database administration, and from system design to development and implementation all demonstrating a high level of technical capability and customer support proficiency.

EDUCATION

BA(Hons) Maths, Computer Studies & Art

The University of Liverpool

📅 1990

Cert III in Web Page Design

Computer Graphics College, Sydney

📅 2003

SUPERPOWERS

💎 Complex Problem Solving

Resolving problems and providing viable solutions to meet user requirements.

💬 Effective Communication

Ability to explain "Tech Talk" to a none technical user with patience and understanding to ensure that they get the best from their system processes.

EXPERIENCE

Contract DBA/Business Analyst

Warner Music

📅 02/1998 - 05/1998   📍 Crows Nest, AUS

Short term contract to cover for extended DBA leave.
- Day to day Oracle database administration tasks.
- Performance tuning of code.

Technical Specialist

The FI Group

📅 03/1997 - 09/1997   📍 Edinburgh, UK

Seconded to the Scottish Office as a member of the team of Oracle specialists performing enhancements to an agricultural subsidies management system.
- Involved in full project lifecycle tasks.
- Provided team support for the software change management tool.
- Acted as technical liaison between the project team and Scottish Office IT department.

DBA

BSkyB

📅 03/1994 - 03/1997   📍 Edinburgh, UK

Responsibilities ranged from 7*24hour technical support to maintain high availability customer management systems used in the call centre, to a wide variety of development and technical advisory tasks such as database design and systems architecture, programming, security administration and user access rights, change control management, testing and implementation.

Programmer/DBA

ICI Specialties

📅 09/1990 - 03/1994   📍 Manchester, UK

Starting out as a trainee programmer, I progressed through technical support to database administration and provided 7*24 hour technical support and callout services to the overnight operations team with regards system critical overnight batch processing.

MOST PROUD OF

🚴 **Completed Plan International's Cycle for Girls 2016**

Fundraised and trained for 1 year to cycle 350kms through Cambodia, part of a 16 strong team that raised over $94k for the "Because I am a Girl" campaign. See the journey on Instagram @mandycycles.

TECHNOLOGIES

Oracle (Unix/NT)

Oracle Database v7 v8i v9i

Oracle Open Interfacing Solutions v10.7 v11i

SQL	SQL*Plus	PL/SQL

SQL*Loader	Forms 4.5 & 6i

Reports 2.5 & 6i

Oracle Applications v10.7, v11i

Accounts Receivable	Fixed Assets
Accounts Payable	General Ledger
Order Entry	Cash Management
Purchasing	Project Accounting

Other

Adabas 5 Database	HTML	JCL
Natural Programming	SED & AWK	
Advanced Unix Shell Scripting		

PASSIONS

🖌 **Contemporary Abstract Painting**

In recent years I have become a practising artist with paintings held in collections in Australia, Tasmania, US and the UK. I have shared my passion with children through holiday workshops and in school art sessions. My right brain is highly engaged in managing my website, online shop and social media marketing. I was also commissioned by Lane Cove Council to paint a traffic signal box as part of their TSB project.