**Robert Hogarth**

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| **Personal Details** | | **Address**  21 Bathurst St  Cobar NSW 2835 | **Contact**  0421 087 997  [robhogarth@gmail.com](mailto:robhogarth@gmail.com)  <https://robhogarth.com> |
| **Objective Statement** | To contribute my technical skills and experience across a wide range of industries to:   * Run reliable and efficient IT services * Develop employees to the best of their abilities * Identify areas for BI/CI initiatives incorporating technology across all business groups | | |
| **Professional Profile** | * Hands-on, dedicated professional with 20 years’ experience in IT * Excellent presentation, communication and interpersonal skills * Able to easily acquire new technical skills * Skilled in leading teams and providing coaching where necessary to foster a cohesive team environment | | |
| **Professional Experience** | **Newgold/Peak Gold Mines**  June 2012 to Date  Newgold is an intermediate gold mining company. Peak Gold Mines is a subsidiary operating in Cobar employing around 400 people. Senior IT Officer  * Responsible for supporting for all end users on site (approx. 500 users). * Manage an IT team of permanent and contractor staff * Maintain infrastructure including desktops, servers networking, telephony, control systems, security infrastructure. * Create long and short term strategies for IT service management, asset management and Business Improvement innovations. * Oversee the IT department budget, creating long term financial strategies, working within business goals * Work with team leaders to identify and implement ongoing projects and initiatives. * Manage and maintain relationships with vendors.   **Quickflix Ltd**  June 2011 to July 2012 Systems Support Executive  * Responsible for support for end user and IT infrastructure * Manage hosted infrastructure for [www.quickflix.com.au](http://www.quickflix.com.au) * Implemented digital streaming service platform * Create 3-year infrastructure plan for IT equipment   **Insolvency Management Services**  April 2010 to June 2011 Senior Network Administrator  * BAU support of IT systems * Create IT strategy in line with business requirements * Create and maintain documentation of IT environment to recognised standards * Updated systems and processes to meet SOX requirements   **Datacom Systems NSW**  Aug 2008 to April 2010 Senior Wintel Systems Engineer - System Monitoring TeamPrimary Wintel Systems Engineer – Aussie Home Loans Account  * Responsibility for all other members of team working with customer * Maintain SLAs by providing staff coverage and management of all incidents, request and problem cases * Central point of contact for team at all regular customer meetings   **The Cavalry**  Jan 2007 to July 2008  The Cavalry provides IT solutions for Small and Medium Sized companies. Technical Solutions Architect  * Part of technical presales discussions and solution design * Designed and Implemented a client documentation system * Designed and Implemented a centralised monitoring and reporting solution for all customers * 3rd level problem resolution * Working with 3rd party vendors for solution design and implementation * Mentoring and developing technical team  Technical Solutions Manager  * Onsite and remote support of small to medium business clients * Managing Windows Servers, networks, maintaining backup and DR Solutions * Supporting PDA and mobile devices * Supporting VOIP and traditional PABX based phone systems   **Total RISC Technology Pty Ltd**  Aug 2004 to Jan 2007 Internal IT Systems Administrator  * Maintaining IT and Telecommunications environment across 3 sites and around 50 users * Creating and implementing short and long-term IT strategy * Design and Implementing of complete server and storage refresh including virtualisation platform   **Fujitsu Australia Ltd**  Mar 2000 to Aug 2004 Systems Engineer  * Assisting in international client infrastructure upgrades, Win NT4 to Windows 2000 environment * Maintain server back-up systems – approx 200 servers   **Customer Service Representative – CompuServe Pacific**   * Resolving Technical Support queries for Windows and Macintosh by phone and via email.   **Momentum Utilities Pty Ltd**  Jan 1998 – Mar 2000 Third Level AS/400 (iSeries) and PC support  * Providing 3rd level technical support for AS/400 reporting solution | | |
| **Education and Qualifications** | **Microsoft Certified Professional**   * Completed Microsoft Certified Professional course in Windows Professional 2000 (MCP 070-210)   **Certificate III – Call Centre and Telecommunications**  2000 – 2001   * Traineeship undertaken for twelve months * Focus on Customer service/Help desk, and IT services.   **Pennant Hills High School**  1993 – 1997 | | |