**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. * During my time I designed and implemented the following projects:   + Upgraded analogue phone system to Cisco VOIP (CUCM for 250 endpoints)   + Installed completely new networking environment with Cisco Catalyst switches   + Migrated from VMWare to Hyper-V virtualisation platform.   + Installed Cisco Wi-Fi Access Points including a centralised Wireless Controller to each site including underground   + Assisted with ERP migration from Pronto to SAP   + Migrated workstations from Windows 7 to Windows 10   + Installed fibre optic network between sites and to underground locations   + Migrated users to an Office365 environment   + Upgraded Mill Control System infrastructure to Hyper-V Storages Spaces Direct Cluster and Cisco IE switching   + Installed and configured Palo Alto firewall for main WAN connection   **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 a 3-year hardware lifecycle plan   **Insolvency Management Services**  April 2010 to June 2011 Senior Network Administrator  * BAU support of IT systems * Create an 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 staff working with customer * Manage the clients Windows environment including Windows servers, applications, storage and virtualisation * Maintain SLAs by providing staff coverage and management of all incidents, request and problem cases * The central point of contact for the 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 backup 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 | | |
| **Technical Experience** | I have extensive experience, design, deploy and maintain in the following technologies.   * Microsoft Windows 2000 – Windows 10 * Microsoft Windows Server NT4.0 – Windows 2016 including all roles and features e.g. AD/Group Policy, IIS, VPN, Clustering, RemoteApp and iSCSI * Microsoft Exchange 5.5 – 2016 and O365 * Microsoft SharePoint 2 – 2016 and O365 * Microsoft Lync/Skype for Business * Microsoft SQL Server including Reporting Services and Integration Services * Microsoft Hyper-V 2012 - 2016 * VMWare ESX * Microsoft System Centre including   + Operations Manager   + Configuration Manager   + Service Manager   + Data Protection Manager * Cisco Switching, routing, Wi-Fi and Voice products including:   + Catalyst Switches, access, distribution and core layers   + Cisco WAN routers and Firewalls including ASA   + Cisco Wi-Fi access points and Wi-Fi controllers   + Cisco CUCM VOIP systems and handsets   I have experience programming and scripting in the following languages:   * C#.Net * VB.Net * PowerShell * Bash * Delphi/Pascal * Web markup languages such as HTML, CSS and PHP   I have experience with hardware solutions from:   * Dell including servers, storage, networking and backups * EMC including fibre and iSCSI solutions * HP, including servers, storage and networking * IBM x-series * Palo Alto * SonicWall * APC | | |
| **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 undertook for twelve months * Focus on Customer service/Helpdesk, and IT services.   **Pennant Hills High School**  1993 – 1997 | | |