**Shannan Lay**

**Profile**

LinkedIn: [linkedin.com/in/shannan-l-5b692810](https://www.linkedin.com/in/shannan-l-5b692810)

A Senior Technical Specialist with 9 years experience in the I.T. industry. I worked in the Systems

Management and Batch Scheduling teams of a large financial company for 6.5 years which

enabled me to gain experience in solution design, implementation, training and support of

systems following the ITIL process.

As a Technical Specialist, I supported Autosys, Workload Control Centre and BMC Control-M Enterprise Batch Scheduling solutions and also have experience supporting BMC Patrol, PATROL Enterprise Manager (PEM), BMC Remedy, ArcSight Logger.

Since leaving the I.T. industry in 2015 I have pursued a number of interests including successfully

running my own business as an Airbnb host, travelling throughout Asia and also studying a Diploma of Remedial Massage.

I have made the decision to return to the I.T. industry as I believe it will again be able to provide me with the framework to find work that is both challenging and meaningful.

**Employment History**

April 15 - **Airbnb Host**

Present(Self Employed)

* Successfully managed two investment properties on the Airbnb platform and as private rentals.
* Having achieved a Superhost status on Airbnb, with over 300 guest stays and generating over $170k revenue in that time.

October 17 - **Courier**

August 19 (YourGrocer.com.au)

December 10 – **Senior Technical Specialist (Batch Control)**

April 15 (IBM – NAB Integrated Account)

* Train and support new starters regarding company procedures and related incidents for Autosys.
* Work in a consultant role, guiding system users about Autosys & BMC Control-M capabilities and provide best practice use of the environment.
* Support the Autosys & BMC Control-M Production environment on a 24\*7 basis in Unix/Linux and Windows Operating Systems.
* Implement and provide support for project work requiring expertise in Autosys & BMC Control-M.
* Implement product upgrades for Autosys & BMC Control-M following ITIL processes and standards.
* Support company IT Infrastructure changes in development, test and production environments which may affect the Autosys & BMC Control-M systems.

September 08 – **Technical Specialist (Systems Management)**

December 10 (NAB)

* Train and support new starters regarding company procedures and Systems Management related incidents for Autosys, BMC Patrol, PEM, Remedy and Alarmpoint.
* Work in a consultant role, training and advising system users about Autosys, BMC Patrol, PEM and Alarmpoint capabilities and provide best practice use of these systems.
* Support Autosys, BMC Patrol, PEM, Remedy Production and ArcSight Logger environments on a 24\*7 basis in Unix/Linux and Windows Operating Systems.
* Implement and provide support for project work requiring expertise in Autosys, Patrol and PEM systems.
* Implement product upgrades for Systems Management systems following ITIL processes and standards.
* Support company IT support of environment changes which may affect Systems Management environment.

September 07 – **Operations Analyst**

September 08 (NAB)

* Identify operations problems and resolve or escalate as appropriate.
* Support application change activities which may affect operational activities.
* Automate manual activities via scripts (Unix shell, vbscript, batch) and Autosys toolsets. Provide documentation and training to Computer Operators about new processes.
* Make initial diagnosis of routine problems, with limited direction and advise or apply known solutions to ensure resolution of problems.
* Work with application teams in alert reduction initiatives.

April 06 – **Computer Operator**

September 07 (NAB)

* Undertake operations procedures in line with schedules and service levels to support business operations.
* Escalate identified problems to Application support teams.
* Participate in daily maintenance duties according to specifications and documentation.

**Education**

2009

ArcSight

**ArcSight Logger v3 Certification**

2008

Proactive Services

**ITIL Foundation Certified**

2003-2005

Monash University, Clayton/Caulfield

**Bachelor of Computer Science**

Subjects undertaken include:

* **Data Communications and Computer Networks**
* **Network Administration**
* **Database Management Systems**
* **Graphical User Interface Technology**
* **Software Engineering: Analysis and Design**
* **Object Oriented Software Engineering**
* **Multimedia Programming and the WWW**
* **Operating Systems**

2000 – 2002

Monash University, Clayton

**Bachelor of Science**

Major: **Biochemistry**

Minors: **Pharmacology, Physiology, Microbiology,**

**Mathematics and Molecular Biology**

**Extra-Curricular Activities**

1995-2013 **Member of West Footscray Roosters Football Club**

Achievements include:

* 2010 Division 1 Seniors Most Consistent
* 2003 Division 1 Reserves Best & Fairest
* 2002 Division 1 Reserves Coach’s Award
* 2000 U/18 Best & Fairest
* 1998 U/16 Most Improved Player
* 1996 Runner-Up U/14 Best & Fairest

**Interests/Hobbies**

* Real Estate and Property Development
* Investing (Stock Market)
* Travel
* Cooking & Gardening

**Referees**

Bentze Perlmutter

Workload Automation BMC Control-M Senior Consultant at VPMA Global Services

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Lucas Bell

Distribution Centre Manager (Former) - Your Grocer

Mobile: 0490 519 186

**Personal Referee**

Gavin Macleod

Change Consultant and Strategic SME, Service Management - NAB

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