

# TIM TRANT

## Systems Engineer

📞 0434757320

✉️ [tim.j.trant@gmail.com](mailto:tim.j.trant@gmail.com)

🌐 [linkedin.com/in/tim-j-trant](https://linkedin.com/in/tim-j-trant)

🌐 [trant.co](https://trant.co)

📍 Melbourne

## EDUCATION

### Computer Science BSc Hons

Games Computing

University of Lincoln (UK)

2008

## CERTIFICATION

Sumo Logic Fundamentals

Sumo Logic Fundamentals  
& Search Mastery

Cylance Security Professional

## TOP SKILLS

Systems design/architecture

SOE Design

Incident Management &  
Root Cause analysis

MECM/SCCM

Powershell

## Experience

### ○ October 2018 – Present (4 years 11 months) Officeworks – Senior Store Support & Print and Create System Engineer

As the Senior Lead in the Store Print and Create IT team, I have been a driving force behind numerous innovative projects for Officeworks' store environments. I was responsible for designing and developing standardised operating environments (SOEs), integrating software systems, automating processes, and commissioning hardware. Additionally, I played a pivotal role in defining business requirements for contract negotiations.

One of my recent achievements out side of my normal duties was successfully leading the complete redesign and implementation of in-store testing environments across two sites during the Officeworks Support office relocation.

Highlights:

- Upgraded payment systems, integrating new PINpads (Ingenico Lane 3000 and Quest QT850) and Quest as a payment provider.
- Implemented eight printer types from four vendors, enhancing printing capabilities.
- Facilitated seamless communication with API integration between internal and external partners.
- Led project planning, requirements gathering, and post-deployment support.
- Designed scalable architecture and standardised operating environments (SOE).
- Ensured PCI compliance management within store environments.
- Developed training materials and documentation for effective knowledge transfer.

### ○ March 2018 – October 2018 (8 months) Officeworks – Service Desk Technical Support Analyst

- 24/7 IT Service Desk Support
- Training and Documentation
- Incident Management

### ○ April 2015 – February 2018 (2 years 11 months) Coles Group Second Level Technical Support – SMKTS

## Reference

Voula Giannoglou  
Coles Group – Project Manger

Andy Barker  
Officeworks – Head of Team Member Experience