

# Wayne Collins

## PERSONAL DETAILS

**Name:** Wayne Collins

**Address:** Available on request

**Telephone:** 0457 992 300 (mobile)

**Email:** mail@wayneamanda.com

**Driver's License:** Western Australia HR (rigid truck) and R-E (motorcycle) classes

## WORK HISTORY

**September 2009 to Present** Truck Centre WA  
**ICT Operations Manager**

Leading a small diverse team of ICT Technicians  
Manage 170 desktops, 200 IP telephones and 30 servers  
Installing, configuring and maintaining 8 Asterisk phone systems  
Design and installation of structured cabling systems including fibre optics for both data and voice services  
Commissioning ISDN and POTS services  
Cisco and HP Procurve networking  
Day to day desktop support, configuration and management  
Advanced skills in the management of Windows 2003 and 2008 servers, including Active Directory, DNS and DHCP  
Experience working with Microsoft Exchange and Microsoft SQL  
Installing and configuring Centos Linux servers  
Programming - .net applications interacting with SQL and Access databases.  
Software deployment and preparation of standard operating environments  
Installation, maintenance and upgrading of printers and printer servers

**September 2008 to September 2009** West Coast IT  
**Proprietor**

Running own small business  
Computer maintenance and upgrades  
Smartboard and projector installations  
Phone and data cabling

**March 2007 to  
September 2008**

Compair Computer Sales and Repair  
**Technician**

Electronic whiteboard and projector installations  
Liaising with schools, organising flights, accommodation, car hire and freighting tools to some of the most remote schools in Western Australia  
Computer maintenance and upgrades  
Phone and data cabling

**January 2004 to  
March 2007**

TNT Express/McPhee Transport  
**Leading Hand**

Multi drop parcel freight  
Forklift operator  
Dockhand, loading and unloading  
Overseeing a team of 13 Pick Up/Delivery drivers  
OH&S representative

**June 1999 to  
August 2002**

New Jersey Y Camps - USA  
**Assistant Director**

Three to four months of the year working as the Assistant Director of an American summer camp  
Responsible for 20 counsellors and 150 children, aged 15-16  
Organising daily activities and excursions throughout America for the campers  
Cooking and woodwork lessons  
Attained qualifications as a Life Guard and High Ropes instructor

## **SKILLS AND ATTRIBUTES**

- Experience OS: Windows (Desktop & Servers), Linux (Centos)
- Active Directory & Exchange
- Microsoft Office Suites
- Phone Systems: Asterisk, Alcatel
- Printers-Hardware, software and Print Servers
- Job ticketing systems
- Network maintenance, installation, upgrades. HP, Cisco.
- Holder of a Western Australian Heavy Rigid, R-E, EWP and Forklift licenses
- Professional oral and written communication skills
- Highly developed liaison, conflict resolution and negotiation skills
- High level project management skills
- Hands on, practical knowledge and skills
- Working in a team environment
- Good interdepartmental relationship skills
- Good public relation skills
- Highly developed dispute resolution skills

## QUALIFICATIONS AND TRAINING

2015	<u>DDLS</u> Microsoft 20461 - Querying Microsoft SQL Server
2014	<u>Australian Red Cross</u> Senior First Aid
2012	<u>IFAP</u> Elevated Work Platform Work safely at Heights
2012	<u>Integracom</u> Certificate III in Telecommunications, Including Optical Fibre, Coax and Structured cabling endorsements
2012	<u>Central TAFE</u> IP Telephony - Topics included Call Manager Express, IP Telephony
2011	<u>Central TAFE</u> Cisco Certified Network Associate - CCNA
2011	<u>Ferriby International</u> IRCA Lead Auditor/Auditor Training in ISO9001:2008 (Quality Management Systems), ISO14001:2004 (Environmental Management Systems), OHSAS18001:2007 (OH&S Management Systems)
2011	<u>Test &amp; Tag Training</u> Electrical Plug Top Replacement, Three Phase Testing & Tagging
2011	<u>Polytechnic West</u> Portable Appliance Testing,
2010	<u>D-Link</u> D-Link Network Professional
2007	<u>JB Hunter</u> Open Registered Cabler
2007	<u>CGU</u> Elected OH&S Representative
2004	Forklift LF Ticket
2003	Open Water Diver, PADI
2001	<u>American Red Cross</u> Lifeguard
2000	<u>Cradle Rock USA</u> High Ropes and Low Ropes Instructor
1992	French Polishing Trade, Hagan Furniture (Ithaca TAFE)
1989	<u>Darling Downs Institute of Advanced Education</u> Bachelor of Applied Science, Computing Major (incomplete)
1987	Year 12 Senior Certificate, Clifton State High School

## REFERENCES

Ben Stook  
Unified Integration Australia Pty Ltd  
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0426 997 440

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Managing Director  
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