

# Wayne Collins

## PERSONAL DETAILS

**Name:** Wayne Collins

**Address:** Perth, Western Australia

**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**

Programming – VB.NET applications interacting with SQL databases  
Software deployment and preparation of standard operating environments  
Full stack web development utilizing Node.js, MySQL and Handlebars

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  
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

## 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

2020	Currently enrolled	<u>UWA/Triology</u> The University of Western Australia Coding Boot Camp
2016		<u>DDLS</u> Microsoft SharePoint 2013 Site Owner Microsoft SharePoint 2013 information Worker
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
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  
[ben@unifiedintegration.com.au](mailto:ben@unifiedintegration.com.au)  
0426 997 440

Mark Perrin  
Managing Director  
Compair Computer Sales and Repair  
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