William Fleming

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PROFESSIONAL PROFILE

An enthusiastic and highly capable IT manager with 19 years IT experience, including 12 years in application team lead and management positions. Broad and deep knowledge of IT including application portfolio management, project management, architecture, business analysis, operations, financial management and vendor management. Proven ability to deliver high quality IT services and projects. Combines a strong technical background with excellent interpersonal and communication skills. Has a collaborative leadership style, focuses on coaching individuals and leading by example. A team player who understands the importance of loyalty and commitment.

OBJECTIVE

Currently seeking a new challenge as an IT program manager, after many years in IT application line management roles.

CAREER SUMMARY

2011-present   **Application Services Manager, Fuji Xerox Australia**

- Responsible for managing an application portfolio of approximately 100 business applications including service planning and architecture, maintenance and support, application development and vendor management
- Responsible for leading and managing the application services team comprised of approximately 20 FTE, including setting a strategic direction for the team and performing capacity planning, staff training and development, recruiting and performance management
- Initiated and managed multiple application vendors
- Budget planning
- Successfully delivered multiple application projects including major ERP and B2B system integrations.

2010-2011   **Head of Application Services, NRMA Motoring and Services**

- Responsible for managing the NRMA application portfolio including service planning and architecture, maintenance and support, application development and vendor management
- Responsible for leading and managing the application services team comprised of 10 FTE, including setting a strategic direction for the team and performing capacity planning, staff training and development, recruiting and performance management
- Created and implemented operating plan, applications operated reliably throughout the period
- Team supported several successful projects including a new public web-site for NRMA and a new driving school booking system

2009-2010   **Operations Manager, NRMA Motoring and Services**

- Stepped into Acting Operations Manager role due to a staff secondment, responsible for all infrastructure and applications at NRMA
- Responsible for 15-20 FTE across 3 teams – Infrastructure, Applications and DBA teams, setting strategic direction for the team, resource and capacity planning, staff training and development, recruiting and performance management
- Managed an Oracle database upgrade and a SAN replacement, both completed successfully
- Worked with team to implement process improvements

2006-2009   **Application Team Leader, NRMA Motoring and Services**

- Responsible for the support, maintenance and development of NRMA applications
- Responsible for managing a team of developers (6 FTE) including staff training and development, recruiting and performance management
- Played a key role in transitioning the CAD Despatch system into operations
- Technologies used: C#.NET and Oracle PL/SQL

2005   **Technical Business Analyst, NRMA Motoring and Services**

- Responsible for performing a variety of tasks on a project to replace NRMA's core despatch system, including business analysis & testing, played a key role in project success

2003-2004   **Software Developer, ECONZ Ltd, Auckland**

- Two year contract working on the architecture, design and coding of a real-time despatch system, project completed successfully
- Technologies used: VB 6, C++ and Oracle PL/SQL

2002   **English Teacher, Seoul**

- Overseas experience, taught English in Seoul for one year

2001   **Software Developer, Sphere Business Group Asia Pacific, Auckland**

- Contract development role working on a back-office financial trading application.
- Technologies used: VB 6, SQL Server T/SQL

2001   **Software Developer, Kelogix, Auckland**

- Software development role for Keylogix, a small software house based in Auckland, working on an off-the-shelf product called Active Docs
- Technologies used: VB 6, XML, ADO, SQL Server T/SQL

CAREER SUMMARY cont.

1999-2000   **Analyst Programmer, Auckland District Health Board, Auckland**

- Part of the team responsible for developing and supporting the mission critical system used to manage patients in Auckland public hospitals
- Technologies used: VB 6, ADO, XML, SQL Server, C++

1997-1999   **Software Developer KB Group, Wellington**

- Played a key role in architecting and developing HASARD, a case management system used by the New Zealand Government's Occupational Safety and Health division

1996-1997   **Computer Science Tutor, Victoria University of Wellington**

- Conducted classroom tutorials, practical labs and marked student assignments

EDUCATION AND QUALIFICATIONS

- BSc Computer Science, Victoria University of Wellington (1997)
- Microsoft Certified Professional (2000)
- ITIL 2 Foundation Certificate (2006)
- ITIL 3 Foundation Certificate (2012)

PROFESSIONAL DEVELOPMENT

- UML Analysis and Design Course (2000)
- Business Analysis Course – Australian College of Project Mgmt. (2006)
- NRMA Project Management Course (2006)
- NRMA Leadership Course (2007)
- Seven Habits of Highly Effective People Course – Stephen Covey (2007)
- NRMA Business Acumen – Financial Skills Course (2008)
- NRMA Coaching and Feedback Course (2009)

PERSONAL DETAILS

- **Health**   Excellent
- **Interests**   Spending time with family, hiking & photography

REFERENCES ARE AVAILABLE ON REQUEST