

Professional Profile

An IT Project and Technical/Functional Consultant with extensive experience in full SDLC, end to end project delivery, multiple IT management and technical successes in a variety of disciplines and international settings. Certified PMP, Prince 2 Practitioner (2003-14), ISACA CRISC. Two IT fellowships and other professional memberships. A high energy achiever, providing cost effective, quality services and results in diverse international environments. Currently studying for Prince 2 recertification and completed Cert IV, training/assessment.

Highly developed analysis, development, migration, deployment and support skills, focussed on successful outcomes for the activity and the customer. A reputation for excellence in customer support in good humour.

The experience, technical skills and capability to hit the deck running when undertaking assignments. Flexible, project and achievement oriented, problem solver with strong analytical, organisational and rapport skills. A determination to succeed, with notable successes achieved through perseverance, personal effort and by obtaining cooperation with rapport. Skills/education listed are certified and/or backed by professional associations e.g. ACS, PMI (PMBOK), IIBA (BABOK), ISACA (COBIT), ITIL: (UK) NLP, APMG and BCS.

Strengths: Loyalty, integrity, people skills, team contributions, training and support, project, event and change management, systems, IT Technical and research. In a crisis, a person to rely upon for safe hands.

Areas of Expertise**• Project Management**

A Project Management Professional with accreditation in Prince2 and PMI/PMBOK across diverse projects specialising in IT systems development, deployments and operational changes, including responsibility to manage schedule, risk, stakeholders costs, vendor resources, communications, etc.

• Team Leadership, Operational Management & Support (OSS/BSS, Organisational Change etc.)

Considerable experience in the provision of support services and managing operational environments through process transformations, including management of the impacts of such changes. Has had successful and effective leadership and management responsibility of most IT disciplines.

• Direct & Matrix Management

The ability to manage teams of different specialists across local and remote locations, internal and vendors, easily gaining rapport and cooperation leading to success in all projects and activities.

• Technical Capabilities

Skilled in systems and business analysis (requirements gathering), application development, automated and other testing, UAT/training, deployment and implementation including support responsibilities.

Career Highlights

Cummins South Pacific, global diesel engines, power generators and parts, manufacturing and distribution. Promoted from Project Analyst (Manager) to IT Leader for 2 Singapore locations, the Philippines and Houston. IT services coordinator, BPM, administration, project management, CRM and ERP support and SOx approver/controller. Other Asia Pacific and Australian deployment responsibilities for global projects.

NZ Computer Society, programme manager for NZ IT certified professional (ITCP) accreditation scheme. Researched international equivalents to develop and nationally promote the solution to acceptance and implementation. Produced initial versions of certification scheme frameworks, gained national support.

NZ Insurance, Cargo insurance system development. Duties: application and operating utilities development, system administration, release packaging and implementation co-ordination. Multiple release cycles for 7 Asia Pacific centres from NZ base, delivered remotely and installed seamlessly overnight.

IBM NZ, a national specialist development team leader, later promoted to Hamilton centre support specialist for Telecom NZ's 2nd largest centre. As a developer, tasked to gain 6% extra system throughput, 27% achieved, saving IBM \$1m+ in penalties. Subsequently provided support for all of NZ North Island, except Auckland and Wellington regions, pre go-live until stable, operating within SLA. A 24x7 'hero' role, one of the highest remunerated of 200 contract staff nationally. 2 further development roles completed with success.

EDI New Zealand, Release manager for national ICMS CRP and billing system on behalf of Telecom NZ. Improved, automated and managed application releases, resulting in the most significant change for many years. Managed team of 4, liaising between projects, development and implementation team.

IT, Operations, Design and Development Manager, 6 roles in the UK, Belgium and NZ. Three times redevelopment of all (ERP) systems, development of significant new applications. Subsequently became the designer and package developer of a leading and advanced, nationally implemented (20+ companies), attendance/payroll system. Blue chip clients included Sky TV, Elders, Holeproof, Mainland, Montana Wines.

Career History

Dec 2011 – Dec 2014 **Cummins South Pacific, Melbourne,
IT Leader SE Asia and Centres of Excellence (Singapore & Houston) – promotion.**

Responsibilities:

- Using 6 Sigma (DMAIC), ITPM internal methodology and conventional project management tools, involvement in, the governance, coordination and management of mostly offshore projects. The development team, users and other stakeholders, vendors and management were based across multiple organisations, locations and time zones in a complex matrix environment. Cummins mandated using their excellent established PMO for BA and PM methodologies and best practices.
- Provide cross functional team leadership, including coordinating IT vendor support for 4 overseas business units using a combination of resources and teams both co-located and off-shore. Maintained and enhanced key applications and day to day support and administration.
- Set, documented and implemented IT strategies and initiatives. Travelled to China and Singapore.

Achievements:

- Established regional processes for support and services, resulting in process improvements and a formal approach for users to obtain 2nd level (off shore vendor) and 3rd level (internal) support for application changes and operational problems. Implemented and operated compliance measures.
- Led the Asia Pacific deployment with BMC Remedy 8.1 (task/ incident management) upgrade.
- Coordinated the roll-out of and user education for 500+ SOE Windows 8.1 PC upgrade projects. Separately coordinated multi-location migration and user training for Lotus Notes to Office 365. The migration included Office 2010 to Office 2013, Lotus Notes email and SameTime to Outlook and Lync. My responsibility included planning the transition and education for around 1,000 users, mostly remote and liaising with offshore stakeholders including several General Managers. UCC programme deployment lead for sites in Australia, Singapore, the Philippines, and Houston.
- Completed 2 EDI implementations (IBM i - Oracle), 5 Windows server replacements remotely managing off-shore vendor teams, coordinating local teams and all levels of stakeholders, responsible for budget, scope, quality and planning schedule.

Community Activities:

- Managed (Cummins) Community Involvement Team Project for Riding for the disabled (RDA), replacement wheelchair lift for mounting platform. Resource procurement, task organisation including installation, safety inspection and WorkSafe registration, entire project completed in 18 days for visit by US CIT leaders to Harkaway, Victoria. Other RDA and special needs school voluntary work.
- Lions International V2 district and PMI Melbourne web site coordinator and IT advisory roles.

Senior Project Analyst – original role.

Responsibilities:

- The provision of Project Management services with the added ability to provide technical analysis and solutions as required, mostly to supplement or stand in for existing technical staff.
- As an IBM i Technical SME, provide clear guidance with development planning for efficiency.
- Undertake the Project Management component, operating within the IBM i Movex and Oracle environments for a Supply Chain Management (SCM) BI tool development and implementation. Coordinate stakeholders for multinational deployments to China, Korea, Japan and Singapore.

Achievements:

- Successfully planned and coordinated multiple IBM i V5R4 to V7R1 and system and server upgrades, job scheduler performance throughput improvements, for Australia and Singapore.

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- Successfully implemented SCM projects in China through to go-live, 3 other sites installed. Remote stakeholder and vendor management of development team in India
- Provided leadership for post go-live support group members based in Europe, India and Argentina.
- Plan and implement a number of upgrades and incident recoveries. Created job performance analysis tools to manage production schedule and EDI technical solution. Stand in roles due to lack of available skilled resources. Multiple skills employed in an international setting.

Mar 2010 – Dec 2011 **Retalix Australia, Sydney**
Software Development and Project Support Specialist

Responsibilities:

Provide 8:00-18:00 on-site support and 24x7 overall support to system being developed and rolled out nationally. Mostly responding to issues reported in Jira or by business support to resolve programming and operational problems. Consultancy and support service for off-shore vendor developers, was based at the client's head office, working closely with Metcash business analysts and other project team members.

Sophisticated and complex IBM i ERP, SCM and Distribution System for Metcash FMCG (IGA, ALM etc.).

Achievements:

- Developed RPG LE and CL changes and corrections to enterprise system, 2nd level support (24x7), JWalk GUI compliance, RPG ILE environment. Demanding fast paced client site environment, liaising with US based vendor developers. Resolved numerous issues in a high-pressured setting.

Dec 2008 – May 2009 **New Zealand Computer Society Inc., Wellington**

Professional Programme Coordinator (contract)

Responsibilities:

- Reporting to the CEO, working with National Council, and focus groups, 7 branch and sub-branch chairs, fellows and other members nationally, helped provide NZCS professional certification and accreditation (ITCP) to international standard, equivalent to Australia, Canada, UK and South Africa
- Responsible for receipt, documenting and analysis all feedback and submissions to enable the programme model to be revised by the CEO and President.

Achievements:

- International research, policy recommendation, produce proposal documentation, to assist in the development of submissions to academics, government departments, and NZCS members towards IP3 accreditation of CITP/IP3P Professional Certification in NZ (ITCP). Equates to Chartered IT Professional (CITP) in the UK and Certified Professional (CP) in Australia.
- Personally organised all and participated in 5 of the 6 national (regionally based) public workshops.
- Included consultation for trademarks with IPONZ.
- Participated as a member of the discussions with senior academics at Auckland, Waikato, Wellington, Otago and Christchurch Universities and Technical Institutes (ITPs), with senior government department staff at immigration, careers and education.
- Audited the model changes and advised the executive and those members who had submitted changes. After agreed changes, assessed the validity of the revised model.
- Assisted in the proposed implementation of a mentoring programme for NZCS.
- Audited NZ Association of Business Analysts annual election results.

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Mar 2008 – Dec 2008 **EDS NZ Ltd, Wellington**

Senior Information Specialist, Release Manager, for ICMS Telecom NZ (IBM i)

Responsibilities:

QA (testing), change control and release management leader, development support specialist.

- Supervised team of 4, personally responsible for revising and updating ICMS release management process, software (RPG LE), authorities and audit compliance (BPM).
- Automation of the release process effectively removed a large part of the role's day to day work. There being no alternative roles available with EDS, resigned to assist NZCS. Having 2 prior successful personal experiences of (computer society) professional certifications internationally, considered to be something of an SME in such certifications.
- Release manager for testing and change management aspects of the release process; liaised with development team, project staff and implementation team to facilitate weekly release process.

Oct 2006 – Mar 2008 **AWH Pty Ltd, (Lara) Melbourne**

Senior Analyst/Programmer, IBM i, Synon/2e, COBOL Environment, CreateForms.

Responsibilities:

Develop and maintain IBM i and Windows hosted applications.

Achievements:

- Data extraction and (EDI) electronic data transmission enhancements.
- Various application and operational enhancements and additions completed.
- WebSphere Development Studio. XML interface development, XML tools, DB2 XML Extender, CGIDEV Tools. Zend Server PHP implementation.
- Developed automated email notification system to monitor/report on after hours batch operations.
- 2nd level support tasks, web site additions, operating system support responsibilities.

June 2006 – Oct 2006 **NHP Electrical Engineering, Melbourne**

Contract Senior Analyst/Programmer, IBM i BPCS, Asset/RPG WDSC environment, Showcase, Robot

Responsibilities:

Develop and maintain IBM i based applications.

Achievements:

- Assisted in planning and executing BPCS 6.02 to ERPIx 8.31 ERP migration for Australia and Exonet PC system to ERPIx for New Zealand.
- Developed B2B invoice, order and order acknowledgement XML interface development into BPCS ERP to avoid cost of purchasing standard modules. 2nd level support tasks. Offered permanent role.

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Feb 2006 – Mar 2006 **EDS Melbourne**

Contract Senior Analyst/Programmer, IBM i Synon/2e, RPG environment, Wilcom Forms Server

Responsibilities:

Develop and maintain IBM and Windows hosted applications.

Achievements:

- Developed and implemented for Vic Roads (vehicle licensing authority) securities register, Interest Expiry Advice, modifications and migration to 2 tier printing/faxing/emailing solution. On site at client's head office to provide acceptance testing and user training until post go-live.
- For GM Finance client, IBM i system monitoring, including MQ Messaging, Robot, BRMS. Offered subsequent 12 months contract.

Nov 2004 – Feb 2006 **GE Money/AFIG/AMS/Wizard Home Loans) Sydney**

Contract Senior Business Analyst - Design, Implementation and Testing

Responsibilities:

Test IBM and Windows hosted applications.

Implementation and Test Analyst for Mobius business stream. IBM i in a mixed Synon/2e, RPG and Java environment. AFIG provided loan application and servicing for Wizard, Mobius, and Bluestone in Australia and New Zealand, and to third party loan originators. Lease receivables servicing was also supported for a joint venture organisation by this team and testing of changes was a key responsibility completed.

Achievements:

- Tested application changes etc. using MS products, Mercury Test Director, Jira, and Lotus Notes.
- The role included business analysis and design, project management, application change testing, implementation support and general user support. RSA token roll-out and training at client sites.
- Implementation of Mercury Quality Centre for business area.
- Roll-out and trained users at client sites for RSA token based security system for remote access to NSW, Queensland and Victorian clients. Development assistance, technical and user manual and other document revisions, business requirements definition, technical design, SOX compliance documentation and approvals for changes. Contract renewed for 3 extra periods.

Dec 2003 – Oct 2004 **Finzsoft Solutions NZ Ltd**

Senior Consultant Developer and Implementation coordinator.

IBM i in a mixed Synon/2e and Java environment. Using MS products and QuikTestPro.

Finzsoft is a software development company providing services to the finance industry and is the major system supplier to the non-bank (2nd tier) finance market, a leading solution in NZ.

Responsibilities:

- Initially an IBM i developer, the responsibilities changed into a test and implementation role. This included operating system upgrades, client software release implementation and coordination etc.

Achievements:

- Specific responsibility for major release testing for St George Bank implementation, on site at NZ Police Credit Union and others. For St George, personally rescued project schedule on 3 occasions.
- Selection of testing tools (QuikTestPro) and evaluation of Rational and platform specific products. Release documentation update responsibilities. Completed multiple release implementations.

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Feb 2002 - Dec 2003 **Emerson Process Management Ltd**

Emerson manufactures control systems and components for the petro-chemical industries, Oil and Gas exploration etc.

Technical and Applications Support role, IBM I, major network US, UK, Europe, Russia, India and Singapore.

Responsibilities:

- Developer, Change controller, operational support.

Achievements:

- JDE ERP application support, system implementation/upgrades, operational technical support.
- Developed automated operational monitoring saving hours weekly for support staff (BPM).
- DR coordinator, resolved long standing OS upgrade restriction through skill and perseverance.
- Development and deployment of productivity tools/aids across greater Europe, US and Asia Pac.
- Implemented and monitored a global supply chain system working with software vendors and building database triggers to interface via ODBC to the PC and Internet based solution, diagnosed and resolved performance problems.

To 2001 (contracts) **Merlin International Projects/IBIS Holdings (own business)**

IBM i bespoke and packaged systems. RPG and Java. Widely regarded as a leading NZ country expert for IBM S/38 and AS/400 platforms. Hand-picked by IBM for 2 key roles leading to career highlights in both

Independent Software Developer, Programme Coordinator, Project Manager, Support Analyst, Senior Developer and IT Manager etc. (analysis, development and support), BPM.

Achievements:

- Provided support and development services to a large variety of clients in Australia, NZ, the UK and Europe. Regarded as one of the leading IBM AS400 experts throughout New Zealand.
- Developed a leading payroll/HR (PayPak/400) solution, marketed and supported throughout NZ. Supported payroll/HR package and other consulting assignments. Complete responsibility for development, testing, implementation, user training and support of the product, including all documentation. Clients: Auckland Milk, NZ Wire, Holeproof, Elders, Endeavour, Montana Wine, Mainland Cheese, Sky TV etc. The first accredited IBM native AS400 software in New Zealand.

Other systems/clients

- European clients included DHL (Head of Analysis) and Autobar (Project Manager) in Europe, (UK, Holland, Belgium and France).
- CSI, Convergys, Triangle, and e-ASL (all consultancies), Whitman Laboratories (Estee Lauder), all in the UK. Senior developer and implementation and support specialist, project manager. (UK)
- NZI Insurance IBM AS400 Synon and RPG development, implementation, packaging, deployment and support for 7 remote sites around Asia/Pacific.
- Senior contract support and development analyst/programmer. IBM NZ for Telecom NZ ICMS implementation, development team leader in Auckland of elite team for application performance improvements saving IBM \$1m + in penalties, highly paid sole 24x7 technical and application support analyst pre go-live until stable. 2 further developer contracts completed.
- Other clients throughout Auckland and NZ :- JDE, 3M, Reckitt & Colman, Ciba Geigy, NZCDC, Monier, NZMC, NZI, Sky TV, Vogel, Centron, SSA, Masport, Marley, Auckland Milk Corporation, NZ Wire Industries, Endeavour Services, Saeco Bearings, Nissan, Lees Power and others.

Technical

Environments

Proficiency

- Prince 2, PMI PMP, SSADM, ISO 9000, 9001, SOX, 6 Sigma and IITL environments. Referencing PMBOK, BABOK, COBIT and TOGAF plus other standards.

Platforms

- IBM i (i5, e-server, iSeries, AS/400), and previously (S/3, S/32, S/34, S/36, S/38, S/360, S/370), Also Java, Wang/VS, Windows7, NT/2000/XP/Vista, Citrix, SQL Server. Oracle OBIEE. Specialist with IBM i applications and operating system.

Applications

- CRM, ERP (JDE World, BPCS, BPCS Client/Server, Retalix Power Enterprise, Movex, Prism, MAPICS+)
- Financials GL, AP, AR, Asset Register etc.
- ICMS (Telecom), Cablemaster, CTI (Computer Telephony Integration) IVR, HR/ Payroll, all the usual financial and commercial applications including many bespoke systems.
- CASE Tools: Advantage/2e/Synon2E, Asset, Knowledgeware

Languages

- RPG2, RPG3, RPG4, RPG400, RPG ILE, plus Asna vRPG, Synon/2(Advantage/2E), AS/SET, CL, SQL, Java, Assembler, Cobol, VB Script (ASP/HTML)

Other Software

- Thenon, Aldon, Turnover, other change control and configuration management packages. Rational Robot, Mercury QuickTest Pro, Silk Test and Original Software Testbench testing solutions.
- MS Office, Outlook, Lotus Notes, Access, Project, Visio, Access, Visual SourceSafe, WS_FTP, Norton, Symantec, CreateForms, Wilcom Forms, Project In A Box, SmartDraw etc.

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Awards, Training, Education, Certification and memberships etc. (2000-15)

[Fellow, British Computer Society](#)
[Fellow, Institution of Analysts and Programmers](#)

[MACS \(Senior\) CP, Australian Computer Society](#)
[ISACA Membership](#) [CRISC Certification](#)
[PMI CAPM 290610](#) [PMP 280911](#)
[Gained Prince 2 Practitioner 2003.](#)
[Re-certified Prince 2 Practitioner 2009](#)

[IIBA Membership](#)

[Certificate IV in Training and Assessment Jan 2015](#)
[Diploma in Project Management May 2015](#)

Currently undertaking study for Prince 2 (2nd) re-certification.
Technical training and evaluation of IBM i modernisation capabilities available with V7R2.

Australian Computer Society CPe (post graduate level) on line using Moodle –
4 subjects qualifies for CP, Certified Professional, 9 completed, as follows:

[Business Legal & Ethics Passed with distinction](#)
[Consultancy, passed with credit](#)
[IT Service Management, passed with credit](#) (Based on ITIL)
[Enterprise Architecture passed with distinction](#) (Based on TOGAF)
[Organisational Change Management passed with distinction](#)
[Business Analysis, distinction](#) (Based on BABOK)
[New Technology Alignment, passed with distinction.](#)
[Project Management, passed with high distinction](#) (References PMBOK & Prince 2)
[Business, Strategy and IT, passed with distinction.](#)
[Australian Computer Society, Post Graduate Level Results](#)
[ACS 5 year Membership](#)
[ACS Academic Board Student Representative](#)

Other

[NLP Studies and Training](#)
[Life Skills Coaching Certificate/Diploma](#)
[Vision2learn NCFE Level 3 Certificate in Telematics, Web Wizard](#)
[Advanced Microsoft Word](#)
[Microsoft Project](#)

Voluntary/Community

[Member Werribee Club of Lions International.](#)
Lions International 201V2 District Web Master 2013-14 and 2014-15.
PMI Melbourne web site coordinator, 2014-15

Public Driving (bus/coach)

[NSW Public Driving Authority](#)
[Victorian Public Driving Authority](#) [AUS Police Check 2015](#)
[NZ Public Driving Authority](#) [NZ Police Check 2015](#)

UK Public Driving

**NZ and Victorian Heavy Rigid and Passenger Certifications/Endorsements maintained.
Member, Lions International.**

Referees will be provided on request.