



## **Telecoms experience.**

### **United Kingdom.**

#### **August 2000 – May 2001: Technical Consultant, Liaison Technologies Ltd.**

An IBM business partner specialising in IBM CallPath, Cotherm AS/400 Callpro/400 product (CTI) other CTI solutions, development installation and support. I provided RPG400 + RPGIV, Callpro/400 and 6 months Java development of CTI solution. In addition, I had full responsibility for AS/400 management, development and package support.

#### **Feb 1998 –Feb 2000: Senior Consultant. Convergys IMG, Hampshire, UK.**

I provided extensions to Cablemaster, cable TV and telephony package. Notably, automated debtor collection system. This required CL, RPG400 batch and interactive (sub-files and other) programming. In addition, interfaces with various aspects of the existing system were required, using skills in both RPGII and later variants of RPG. Major project 1999, Euro implementation, also Langley (West London) conversion for Telewest, the conversion team received 'employee of the month' for this task. I was on site for 5 weeks, sometimes acting as the project leader.

I received commendations from both Convergys and Telewest management, and subsequently offered a contract with Telewest. My contract was renewed 4 times at 6 monthly intervals, and I had 2 pay rises. I was subsequently offered additional contract work as a developer, and was also offered a permanent support role, in May 2001.

## **New Zealand**

### **March-December 2008: Release Manager (Team Leader QA and Change Control) EDS New Zealand, Telecom NZ Account.**

Senior Information Specialist, Release Manager, supervised team of 4. Responsible for revising and updating ICMS release management process, software, authorities and audit compliance. Oversee release process; liaise with development team, project staff and implementation team to facilitate release process.

### **June-Nov 1997: Consultant Systems Development Manager for Sky Network Television NZ.**

I provided application support, new system selection assistance and helped with staff recruitment, in addition to creating/maintaining a stable application environment. Call centre support and upgrade project.

### **Feb-Aug 1993. Senior Analyst, IBM (NZ).**

Assisted the change in ICMS from a telephone number based system, to a customer account based system, mainly interactive programs developed.

### **April-June 1992. Senior Analyst/programmer. Telecom (NZ), 3 months, Auckland, New Zealand,**

Design and program reporting extensions to ICMS, contracting directly to Telecom.

### **Oct 1989-June 1991. Senior Analyst, IBM (NZ) for TELECOM NZ**

Sole charge for 6 months, then leading system and application support consultant, for an additional 6 months, in Telecom's largest centre (measured in CPU's and toll usage), Hamilton, N.Z.

2IC to the facilities manager, and effectively in control of AS/400 operations after hours. I provided 24x7x365 technical and application support for 1 year.

My relationship with IBM, Telecom NZ and the employees was excellent; I have several letters of commendation from both IBM and Telecom management.

### **Team Leader for IBM Auckland development group.**

A small team, hand picked by Irwin Meir, of IBM, including Tim Jackson and Noel Priddey, both of whom have also worked in the UK in senior roles.

We avoided major penalties (7 figures), by re-designing and re-programming most of the heavily used interactive functions. This required working closely with Telecom staff on application usage patterns, and with IBM on performance measurement, program availability, testing and QA testing. We attempted a 6 or 7 % performance gain. The actual improvement was between 20 and 30 %.

Due to the high profile of this group had special status and assignments. The group was highly successful and well regarded by senior IBM and Telecom management.

I have worked extensively in New Zealand, Belgium, France, Holland, and the United Kingdom, and had other roles in/with 7 Asian centres.

[david@merlininternationalprojects.com](mailto:david@merlininternationalprojects.com)