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Areas of Expertise & Illustrative Achievements	**Areas of Expertise**
	A highly experienced and respected IT and project professional with a comprehensive technical background in IT and other change initiatives, project management and coordination, systems and business support, analysis, development, implementation, testing and training. Examples:

- Leading and/or part of multi-cultural teams in the UK, Europe and Australasia, in Projects, Development, Release and Support Management (IBM i) and Operations Management (IBM i and IBM mainframe). Specialist technical project manager and risk evaluation.

- Business application design, analysis, programming, testing, deployment, operations and support in IBM i (AS/400), PC and web based environments. RPG ILE, 2e, COBOL, CL, Java, Assembler, etc.

- ERP/SCM and other systems implementations and custom development, support and implementations in complex environments. Includes: demonstrated competencies and responsibilities, personal experience and knowledge based in all aspects of the SDLC/project methodologies.

Illustrative Achievements

- Programme and Project Coordinator for NZCS Professional initiatives, ITCP (for IP3P) and mentoring projects with national/ international significance. ACS CPeP student and academic board representative.

- Project coordinator/senior analyst/developer of key system components for IBM (Telecom NZ) customisation project, ICMS (Telco integrated customer management, billing, provisioning system), saving over NZD$1m. Development team leader in Auckland.

- Sole 24x7 applications, operations and implementation support analyst for NZ's largest site of 5 AS/400s for IBM at Telecom NZ (ICMS) from go live until the Hamilton site was fully operational (1 year+).

- System implementations/migrations/deployments, technical business application and operations support analyst, custom RPG3/VRPG, CL and Java (AS/400, BPCS, JDE World, Movex, MAPICS ERP and custom systems) internationally.

- Application and technical programming consultant, packaging/release manager, implementation support analyst. Freight insurance system, 7 Asia/Pacific centres implemented using RPG3 and Synon/2, AS/400.

- Project manager, sole designer, joint developer, release manager, implementer and marketing/support etc of HR/Payroll (Paypak/400) RPG package across 20-30 S/38 and AS/400 sites, leading NZ solution.

- Modernisation of EDS/Telecom NZ (ICMS), release management systems/procedures, change control, QA/regression test leader.

- Business Analyst/developer, (design, application development, implementation, operations support). Project implementations and maintenance, O/S and application upgrades, disaster recovery of EMEA and US data centre for 1,500 users, providing stability and growth, software updates, change control, security review, operations automation, RPG3, CL, jWalk, Aldon(JDE World ERP).

- Business Analyst/developer and Technical Consultant (upgrade/and migration specialist), upgraded CATV & telephony Cablemaster package project over 14 man-years with £1M budget.

- IT Manager, modernisation of 4 IT installations, designing, developing and implementing new Enterprise systems for each (S/38, RPG3, CL).

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Career Snapshot	**Cummins Inc., Melbourne Victoria.** **IT Leader SE Asia and Centres of Excellence (Singapore & Houston)**

Retalix Australia, Sydney, Australia. Software Development and Project Support Specialist. IBM i ERP SCM/ERP (Power Enterprise) distribution System for Metcash (IGA, ALM etc).

Merlin International Projects NZ (2008 –), includes (2):-
Professional Programme Coordinator
New Zealand Computer Society, Wellington (6 months plus)
Application Release Manager / QA & Change Leader
EDS, Wellington for Telecom NZ. (9 months)

Senior Analyst/Developer and Business Support Analyst
Australian Wool Handlers (Elders), Lara, Victoria (2006 – 08)

Senior Analyst/Developer and Business Support Analyst.
EDS and NHP, Melbourne (2006)

Business Analyst / Project Implementation & Test Analyst.
AFIG (Wizard / GE Money), Sydney (2004 – 06)
Senior Specialist: Analyst/Developer, Test/Support Analyst Application and Systems Implementations
Finzsoft Solutions, Auckland (2003 – 04)

Business Support & Project Implementation Analyst/Developer
Emerson Process Management, UK (2002 – 03)

Project Coordinator and Analyst/Developer
Autobar Industries, France, Holland & the UK (2001 – 02), BPCS client/server implementation.

Senior Analyst/Developer and stand-in PM.
Convergys IMG, UK Telco/CATV systems (1998 – 00), then 2000 – 01 for sister company Java CTI system development.

JD Edwards, New Zealand (1997), grain supply system JDE World+, 2nd JDE NZ contract.

Systems Development Manager IBM AS/400, Sky TV, NZ (1997)

Senior Analyst/Developer, Business Support / Implementation Specialist.
General Accident/NZI, NZ and Asia/Pacific, 2e/RPG, (1991 & 1993 - 97)

Business Systems Support Analyst, team leader
IBM New Zealand for client Telecom NZ, (1989 – 91 & 1993).

IT Consultant / Project Manager / Analyst / Developer.
Various large organisations across numerous industries, New Zealand & Europe (1986 – 89), country specialist S/38 and AS/400.

Responsibilities:

Experience & Achievements
Cummins Inc., Melbourne Victoria.
IT Leader
Jan 2013 –Dec 14

- Using 6 Sigma, ITPM internal methodology and conventional project management tools, involvement in, 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. Several SOE Windows upgrade projects.

- Provide cross functional team leadership, including coordinating IT vendor support for 4 overseas business units using a combination of resources and teams both local and off-shore. Maintained and enhanced key applications and day to day support and administration

- Set, document and implement IT strategies and initiatives.

Achievements:

Senior Project Analyst.
Dec 2011 – Dec 12

- Established regional processes for support, and services, resulting in process improvements and a formal approach users to obtain 2nd (off shore vendor) and 3rd level (internal) support for application changes and operational problems.

- Led the Asia Pac deployment with BMC Remedy 8.1 (task and incident management) upgrade.

- Coordinated the roll-out of and user education for 500 Windows 8.1 SOE PCs. separately coordinated the migration of and user training for Lotus Notes to Office 365 locally and remotely.

- Completed 2 EDI implementations, 5 server replacements remotely managing off-shore vendors and coordinating local teams.

Community Activities:

- Managed (Cummins) Community Involvement Team Project for Riding for the disabled, 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 contributions.
- Lions International V2 district and PMI Melbourne web site coordinator 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 multinational deployments to China, Korea, Japan and Singapore.

- Plan and implement a number of upgrades and incident recoveries. Stand in roles due to resource availability.

Achievements:

- Successfully planned and coordinated IBM i V5R4 to V7R1 and server upgrades, job scheduler performance throughput improvements, for Australia and Singapore.
- Successfully implemented SCM projects in China through to go-live, remaining site installed without go-live. Remote vendor management of development team in India.
- Provided leadership for post go-live support group based in Europe, India and Argentina.

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Retalix Sydney IBM i, Software Development/ Project Support Specialist
Feb 2010-Dec 2011

IBM i business **(Software Development and Project Support Specialist)**, Sydney NSW, major ERP and logistics implementation for Metcash (IGA etc.) permanent role. ILE RPG environment with GUI component, (JWALK and replacement technology).

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, based at the client's head office, working closely with Metcash business analysts and other project team members.

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

Achievements:

- Developed 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.

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Merlin International Projects
Wellington NZ
Dec 2008 – May 2009

Professional Programme Coordinator for NZ Computer Society (contract). Worked with the National Council and member focus groups, seven branch and sub-branch chairs, fellows and other members nationally, tertiary academics in 5 centres around New Zealand plus international contacts.

- Assisted the development of NZCS ITCP professional certification initial model, researched, investigated and analysed the SFIA framework, international bodies of knowledge, and comparable certification schemes in the UK, Australia and Canada. Developed criteria from international successes and SFIA framework to create a model for assessment of individuals for professional status certification.
- Recommended the most appropriate policy options based on international successes to create a New Zealand equivalent professional assessment program. Defined ongoing governance certification model.
- Played a key role in the development of the organisation's certification programme by assisting in the submissions to government agencies and NZCS members towards IP3 accreditation of CITP/IP3P Professional Certification in New Zealand. Met with NZCS members and government staff to explain the benefits of the certification and related programs, responded to questions, analysed feedback, liaised with similar organisations internationally.
- Coordinated and participated in 5 of the organisation's 6 national public workshops. Developed the initial overview document of the proposed

certification scheme, coordinated workshops and travel, responded to questions, recorded feedback and prepared reports and other documents for distribution. Contributed to discussions with senior academics at Auckland, Waikato, Wellington, Otago and Christchurch Universities and Technical Institutes, senior government department staff at immigration, careers and education to explain the value and purpose of certification for students and practitioners.

- Received, documented and analysed feedback and submissions to enable the program model to be revised by the CEO and President to ensure the model's widest possible acceptance. Audited adjustments to the model and advised the executive and those submitting the changes of the validity of the revised model to ensure the scheme would become acceptable for international recognition.
- Assisted in the proposed implementation of a mentoring program. Customised mentor training materials, designed forms, processes and system outlines for recording mentors, clients and results and audited and reviewed the proposed budget assumptions. Specification of web services. Training: ILE and Java, JavaFX, IBM i modernisation (SOA/Web services), PMI PMBOK for CAPM, ITIL Courses, Rational Development Workbench and practical training and assignments.

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Manager Senior Information Specialist QA & Change Leader EDS NZ Wellington
March – December 2008

Supervised a team of four to revise and update Telecom NZ's core ICMS release management processes, software revision, regression testing, authorities and audit compliance. Re-created release governance.

- Extended existing computer systems to provide a release management view of work packets, enabled the introduction of quality checks and sign-offs and automated work package authorisation processes.
- Liaised with program and project managers, development teams, test analysts, project staff and implementation teams to ensure appropriate sign-offs were obtained for change control pre-checks.
- Designed, programmed and implemented revisions to the release control system. In nine months, the improvements surpassed those made for several years previously. Achieved company-wide acceptance of the changes and automated the process. Resigned to help NZCS.

Senior Analyst & Developer

Australian Wool Handlers Pty Ltd

Lara, Victoria

October 2006 – March 2008

Senior project analyst and developer in an IBM i, Synon/2e and Cobol, Lotus Notes bespoke development environment, strengthened some   e-business software processes and investigated initiatives to modernise the organisation's legacy applications. Electronic forms publishing.

- Undertook numerous application and operational enhancements and additions using tools to develop a new labour costing capability to improve cost management and employee payroll input.
- Undertook product movement data extractions and automated the organisation's auction catalogue. New Web based enquiry developed.
- Assisted system administrator in operating upgrades, D/R capability, operations utilities and miscellaneous tasks.
- Tools implemented/investigated: Websphere Development Studio, XML tools, DB2 XML Extender and CGIDEV, Zend PHP implementation involving previously untried, modern technology for application development. Resigned for family reason, required returning to NZ.

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Senior Analyst / Developer **NHP Electrical Engineering Melbourne** June – October 2006	In an IBM i, BPCS, Asset/RPG ILE WDSC environment, developed an application which enabled external parties to send and receive inter-company transactions directly into/from the core business system. ▪ Undertook the design and development tasks and developed the BPCS ERP interfaces for electronic commerce for the migration of BPCS 6.02 to ERPlx 8.31 migration for Australia and the Exonet PC system to ERPlx for New Zealand. Involved significant investigation into BPCS interfacing requirements and developing external validation of received data to avoid data integrity issues. Developed an XML B2B invoice, order and order acknowledgement interface development.
Senior Analyst / Developer **EDS Melbourne** February – April 2006	Senior project analyst/developer in an IBM i, Synon/2e and RPG Wilcom Forms Server (electronic forms) environment: ▪ Developed several software solutions to automate the transmission of vehicle securities data to interested parties for Vic Roads (vehicle licensing authority). Involved combining the IBM i data with forms designed using Wilkinson Forms EDMS. ▪ Designed, developed and implemented vehicle securities interest expiry advice options modifications and undertook the migration to a 2 tier printing/faxing/emailing solution. IBM I, MQ Messaging, Robot, BRMS.
Business Analyst **Implementation & Test Analyst** **AFIG/GE Money Sydney** Provided loan application and servicing for Wizard, Mobius, Bluestone and loan originators November 2004 – February 2006	▪ Tested Synon/2e enhancements and provided some business requirements analysis for the company's new mortgage and leasing systems in a mixed Synon/2e, RPG and Java environment. With responsibility for ensuring the development met business requirements and was fit for purpose, developed the technical and user documentation, undertook the QA and UAT testing and provided general business support, training and implementation coordination. ▪ Delivered, implemented and trained third party suppliers, inter-state, for the RSA security token roll-out, for software change and implementation project. ▪ Ensured all documents and sign-offs complied with GE Money guidelines and met SOX compliance requirements and Six Sigma processes.
Senior Specialist **Finzsoft Solutions** **Auckland** Major provider of software solutions to the non-bank finance sector. December 2003 – October 2004	▪ In an Advantage/2e (Synon/2e), RPG and Java environment, developed, tested and implemented significant functional enhancements to the firm's large and complex banking package and managed the implementation of the revised software at five client sites to meet international requirements and client changes. ▪ Contributed to multiple client software upgrades and the implementation of O/S V5R3 for St George Bank. Evaluated software for configuration management and automated testing packages, Turnover, Rational Robot, Mercury QuickTest Pro, Silk Test and Original Software TestBench. Testing of web services developed in Java. Involved in numerous overnight client site updates to minimise business disruption, upgrading the operating system, creating the test environment, selecting processes and activities and testing solution evaluation and recommendations (major client St George Bank).

Business Support & Implementation Analyst

Emerson Process Management UK

Manufacturer of control systems for the petro-chemical, oil and gas sectors.

March 2002 – December 2003

- Supported 1,500 users of JDE World and other AS/400 and related PC applications in a 24 x 7 environment with limited maintenance windows spanning time zones from the USA via the UK and Europe to Asia.
- Developed automated monitoring systems, using RPG4, CL, FTP etc. Reduced monitoring activity from several hours daily to an automated, proactive early warning system requiring only minutes which released staff for other tasks. Change controller using Aldon solution.
- 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. This required the resolution of problems causing the performance degradation of other applications post implementation.
- Upgraded V4R4 to V5R1 and V5R2 operation systems and application software including disaster recovery. DataMirror, BRMS, AJS, Showcase, OSD, JDE World etc. Resolved operating system issues which existing and previous employees had not been able to overcome for some time, coordinated a 3rd party solutions compatibility audit and enabling O/S upgrade path.

Previously IT Manager, Systems Development Manager, Operations Manager, Project Manager and Consultant analyst/developer.

Summary details of client/employer/environments etc.

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Technical Proficiency	**Environments** ▪ Prince 2, PMI PMP, SSADM, ISO 9000, 9001, SOX, 6 Sigma and IITL environments. **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. **Applications** ▪ CRM, ERP (JDE World, BPCS, BPCS Client/Server, Retalix Power Enterprise, Movex, Prism, MAPICS+) ▪ 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. **Driving licences:** Car. M/cycle, Heavy Rigid (Bus/Truck) UK, Europe, NZ and Australia (inc. Passenger endorsements and Police and working with children checks etc. UK, NZ, Australia NSW, Victoria and Federal) all recent.

Recent Education/certifications and professional memberships:
Certificate IV Training and Assessment - 2015
Current/planned education: Investigating articulation to Masters programmes.
2007-2015 Australian Computer Society grade MACS (Snr) CP.
British Computer Society grade FBCS CITP (life).
Prince 2 Practitioner (2003-2014)
PMI CAPM 2009-2015, PMP 2011-2020
Elected Fellow of Institution of Analysts and Programmers (UK). (FIAP)
ISACA CRISC, IIBA.
ACS CPeP (Post Graduate Level), 9 subjects, 6 passed with distinctions, 1 passed with high distinction, 2 passed with credit. Articulates to Masters programme, CSU Masters Offer.

Elected ACS Student representative to Academic Board 2011-2012.
Appointed and re-appointed Lions International 201V2 District Web Master & Communications Officer

Substantial and varied other education and courses:
2009 Prince 2 Re-certified, Java, PMI PMBOK,
Prince 2 Practitioner (certified– P2R/030274).
ITIL Syllabus 4.2 courses, 2002-2006.
APM Business Analysis and Data Modelling, Project Management.
Citrix Administration.
NLP (Neuro Linguistic Programming) Diploma (2001).
Performance Coaching (Business) Diploma (2003).
Life Skills Coaching Certificate (2003-2004),
French & Spanish (2002-03).
European Computer Driving License (ICDL) (2003).
Advanced Microsoft Word, Microsoft Project.
NCFE Level 3 Telematics (Web Wizard (2004 –05),
Open University courses (2003 –04).
C#, ASP and .NET.

Referees available on request.
David A. Wood
MACS (Snr) CP, FBCS CITP, FIAP. Prince 2 Practitioner, PMI CAPM & PMP, ISACA CRISC, IIBA. IBM i Specialist.
Approved and authorised public service heavy vehicle operator, UK (lapsed) NZ and Australia (NSW and Victoria).