

**Areas of Expertise & Illustrative Achievements****Areas of Expertise**

As a highly experienced and respected senior IT professional with a comprehensive technical background in IT and project management, coordination, systems and business support, analysis and development, implementation, testing and training, my areas of expertise encompass:

- Leading, training, coaching and mentoring multi-cultural teams in the UK, Europe and Australasia, in Projects, Development and Support Management (IBM i) and Operations Management (IBM mainframe).
- Application design, analysis, programming, testing, deployment, operations and support in IBM i (AS/400), PC and web based environments. RPG, Synon, COBOL, CLP, Java, Assembler, HTML etc.
- ERP systems and custom development/implementations in complex environments. Includes: data migrations, business process improvement, application integration and implementation, testing and training.
- Demonstrated competencies and responsibilities, both personal and knowledge based in all aspects of the SDLC and project methodologies.

**Illustrative Achievements**

- Programme and Project Coordinator for NZCS Professional initiatives, ITCP (for IP3P) and mentoring projects with national/ international significance.
- 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. Team leader in Auckland.
- Sole 24x7 project 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+).
- Project implementations/migrations, technical business application and operations support analyst, custom RPG and CL programming (AS/400, BPCS, JDE, MAPICS ERP and custom systems).
- Application and technical programming consultant, packaging/release manager, implementation support analyst. Freight insurance system, 7 Asian business centres implemented using RPG and Synon/2, AS/400.
- Project manager, sole designer, joint developer, release manager, implementer and marketing/support etc of HR/Payroll (Paypak/400) package across 20-30 S/38 and AS/400 sites, the 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, (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.
- Managed the modernisation of 4 IT installations, developing and implementing new Enterprise systems for each.

---

**Career  
Snapshot**

**Retalix Australia, Sydney, Australia. Technical Support Analyst/Developer.** IBM i5 Distribution System for Metcash (IGA, ALM etc). Develop changes and corrections to enterprise system, 2<sup>nd</sup> level support (24x7), JWalk GUI compliance, RPG ILE environment.

**Java, JavaFx, PMI PMBOK for CAPM, RPGLE, Eclipse, ITIL Foundation Syllabus v4.2, Rational Workbench and other training and development** (and temporary assignment), Merlin International Projects (May 2009 – Feb 2010)

**Professional Programme Coordinator**

New Zealand Computer Society, Wellington (December 2008 – May 2009)

**Project Application Release Manager / QA & Change Leader / Senior Information Specialist**

EDS, Wellington (March – December 2008)

**Senior Analyst/Developer and Support Analyst**

Australian Wool Handlers (Elders), Lara, Victoria (October 2006 – March 2008)

**Senior Analyst/Developer and Support Analyst**

EDS and NHP, Melbourne (February – October 2006 )

**Business Analyst / Project Implementation & Test Analyst**

AFIG (Wizard / GE Money), Sydney (November 2004 – February 2006)

**Senior Specialist: Analyst/Developer, Test/Support Analyst Application and Systems Implementations**

Finzsoft Solutions, Auckland (December 2003 – October 2004)

**Business Support & Project Implementation Analyst/Developer**

Emerson Process Management, UK (March 2002 – December 2003)

**Project Coordinator/Developer**

Autobar Industries, France, Holland & the UK ( May 2001 – February 2002)

**Senior Analyst/Developer and (Stand-in) Project Manager**

Convergys IMG, UK (February 1998 – February 2000)

JD Edwards, New Zealand (December 1997)

**Systems Development Manager**

Sky TV, New Zealand (June – November 1997)

**Senior Analyst/Developer, Business Support / Implementation Manager**

General Accident/NZI, New Zealand (1991 & 1993 - 1997)

**Business Support Analyst**

IBM New Zealand (August 1989 – May 1991)

**IT Consultant / Project Manager / Analyst / Developer**

Various large organisations across numerous industries, New Zealand & Europe (February 1986 – July 1989), country specialist S/38 and AS/400.

---

**Experience & Achievements****(Recent history)****Retalix Sydney  
IBM i, Support  
Analyst/  
Developer**

IBM i Support Analyst/Developer, Sydney NSW, major logistics implementation for Metcash (IGA etc.) temporary to permanent possibility. ILE RPG environment with GUI component, (JWALK and replacement technology).

**Merlin  
International  
Wellington  
Dec 2008 – Mar  
2010**

Training: ILE and Java, JavaFX, IBM i modernisation (SOA/Web services), PMI PMBOK for CAPM, ITIL Courses, Rational Development Workbench and temporary assignment.

Professional Programme Coordinator for NZ Computer Society (contract Dec 08 – May 09). Worked with the National Council and member focus groups, seven branch and sub-branch chairs, fellows and other members nationally, 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 governance model for ongoing certification.
- 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.

**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 environment.

- 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 Project  
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.

**Senior Project  
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 Project  
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 &  
Project  
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 3<sup>rd</sup> party solutions compatibility audit and enabling O/S upgrade path.

[Summary details of client/employer/environments etc.](#)

**Technical Proficiency****Environments**

- Prince 2, PMI, 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.

**Applications**

- CRM, ERP (JDE World, BPCS, BPCS Client/Server, 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 Victoria and Federal.)

**Recent Education:**

2007-2010 Australian Computer Society grade MACS (Snr) CP IP3P, also FBCS CITP (UK), Prince 2 and PMI CAPM. CPeP (Post Graduate Level), 4 subjects, 3 passed with distinctions, 1 passed with high distinction. Substantial and varied other education and courses: 2009 Prince 2 Re-certified, Java, PMI PMBOK, ITIL Courses. 2002-2006 Prince 2 Practitioner (certified- P2R/030274), APM Business Analysis and Data Modelling, Project Management, Citrix Administration, NLP (Neuro Linguistic Programming) Diploma (2001). Performance Coaching (Business) Diploma (2003). French & Spanish (2002-03). European Computer Driving License (ICDL) (2003). Life Skills Coaching Certificate (2003-2004), NCFE Level 3 Telematics (Web Wizard (2004 -05), Open University courses (2003 -04). Advanced Microsoft Word, Microsoft Project, ITIL Syllabus 4.2 courses.

**Referees****Graeme Cottee**

National IT Manager, AWH  
03 5272 9225 [gc@awh.com.au](mailto:gc@awh.com.au)

Recent Police checks for NZ, UK and Australia

**Steve Walkley**

Independent Application Architect  
+64 9 818 8464 [thewalkleys@slingshot.co.nz](mailto:thewalkleys@slingshot.co.nz)

**Mark Rasmin**

Independent Application Development Specialist  
0414 802 019 [markrasmin@hotmail.com](mailto:markrasmin@hotmail.com)

**Interests:** Study, rugby league, other sports, modern jive dancing, walks/nature, charity/community work.