

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, both personal experience 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. 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, technical business application and operations support analyst, custom RPG3/VRPG, CL and Java (AS/400, BPCS, JDE World, MAPICS ERP and custom systems) UK, Europe, NZ.
- 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).

**Career
Snapshot**

Retalix Australia, Sydney, Australia. Software Development and Project Support Specialist. IBM i ERP SCM/ERP (Power Enterprise) distribution System for Metcash (IGA, ALM etc). Analyse, develop changes and corrections to enterprise system, 2nd level support (24x7), JWalk and other GUI compliance, RPG ILE. Complex, multi-system Aldon change control, major and rapid implementation programme in a large, diverse and challenging client site environment.

Education and improvement initiatives include applying organisational change and enterprise architectural theory to the environment. Business analysis proposals regarding the "as is" and "to be scenarios, including modelling processes and solutions. (2010 - current)

**Merlin International Projects NZ (2008 – 10), 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.

Experience & Achievements
Retalix Sydney
IBM i, Software Development and Project Support Specialist
Feb 2010-Dec 2011

(Recent)

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). Dynamic and challenging client site environment. Problem investigation and resolution across the ERP/SCM solution, 24x7 on call responsibilities, some application development. ACS CPeP student representative to academic board. Gained fellowship IAP and membership IIBA and ISACA CRISC. Gained CAPM and PMP. Advising on professional subjects.

Merlin International Projects Wellington

Dec 2008 – activities completed 2010

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

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.
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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.
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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.
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**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.
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**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).
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**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.

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

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.

Applications

- CRM, ERP (JDE World, BPCS, BPCS Client/Server, Retalix Power Enterprise, 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:

Current/planned education: Studying Business Analysis with ACS, C#, ASP and .NET.

2007-2012 Australian Computer Society grade MACS (Snr) CP.

British Computer Society grade FBCS CITP.

Prince 2 Practitioner (2003-2014)

PMI CAPM 2009-2015, PMP 2011-2014.

Elected Fellow of Institution of Analysts and Programmers (UK). (FIAP)

ISACA CRISC, IIBA.

CPeP (Post Graduate Level), 7 subjects, 6 passed with distinctions, 1 passed with high distinction, articulates to for MBA programme with Chifley.

Elected ACS Student representative to Academic Board.

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).

Referees available on request.

David A. Wood

MACS (Snr) CP, FBCS CITP, FIAP. Prince 2 Practitioner, PMI PMP, ISACA CRISC, IIBA. IBM i Specialist.