

A highly experienced and respected IT and project professional with a comprehensive technical background in IT and other change initiatives, project management and coordination. Including systems and business support, analysis, development, implementation, testing and training.

Recent role summary, most recent role details below tables.	Country	Year	Role	Technology/Skill/Sector
Cummins South Pacific	AUS	2011-14	IT Leader SE Asia & CoEs Singapore & Houston, Senior Project Analyst	Coordinate IT requirements for 4 business units Technical Project Analyst/Developer, IBM i, Movex, Oracle BI
Retalix Australia for Metcash (IGA, ALM etc)	AUS	2010-11	Software Development and Project Support Specialist – Power Enterprise	IBM I, RPG 4 ILE SQL CL: ERP, SCM, storage and distribution, grocery etc. + SAP and mainframe interfaces
Merlin/NZ Bus, Wellington	NZ	2009-10	Operations	Customer Service (Passenger transport)
NZ Computer Society, Wellington	NZ	2008-09	Professional Programme Coordinator	Project Management/Research (Professional certification)
EDS NZ Ltd, Wellington	NZ	2008	Release Manager/Team Leader	IBM i, RPG, Management (Consultancy Telco)
Australian Wool Handlers, Victoria	AUS	2006-08	Analyst/Programmer, Support Analyst	IBM i, Synon, COBOL, Support (Storage/logistics)
NHP Electrical Engineers, Victoria	AUS	2006	Analyst/Programmer - BPCS	IBM i, RPG, BPCS (Electronics/service/logistics)
EDS Australia, Victoria	AUS	2006	Analyst/Programmer	IBM i, Synon, RPG (Consultancy Govt vehicle securities)
AFIG/Wizard Home Loans, NSW	AUS	2004-06	BA/Test Analyst	IBM i, Synon, RPG, (Mortgage servicing)
Finzsoft Solutions Ltd, Auckland	NZ	2003-04	Analyst/Programmer/Test Analyst	IBM i, Synon, RPG, QuickTestPro (Consultancy Banking system)
Emerson Process Management, Sussex	UK	2002-03	Support Analyst/Programmer - JDE	IBM i, RPG, JDE, Prince 2, (Oil/Gas control technology)
Autobar, London, France, Holland	UK, FR, NL	2001	Analyst/Project Coordinator - BPCS	IBM i, RPG, vRPG, BPCS, (Plastics)
DHL, Brussels, Belgium	B	2001	Manager of Analysis	IBM i, RPG, Management (Courier)
e-ASL, (Liaison spin-off), Kent/Hampshire	UK	2001	Technical Analyst	IBM i, (Content Management Solutions)
Liaison Technologies, Hampshire	UK	2000-01	Analyst/Programmer	IBM i, RPG, JAVA, (Consultancy CTI package developer)
Triangle Group, Hampshire	UK	2000	Analyst/Programmer - Fiserv	IBM i, (Consultancy Fiserv banking system changes)
Whitman Laboratories, Hampshire	UK	2000	Analyst/Programmer - JDE	IBM i, JDE, (Perfume manufacturer)
Convergys, Hampshire	UK	1998-00	Analyst/Programmer	IBM i, RPG, (Consultancy Telco/CATV package developer)
JDE (NZ) Ltd, Auckland	NZ	1997	Analyst/Programmer -JDE	IBM i, RPG (Consultancy Grain supplier)
Sky TV NZ Ltd, Auckland	NZ	1997	System Development Manager	IBM i, RPG (Subscription TV system , from Convergys)
GA (NZI) Insurance, Auckland	NZ, HK, ++	1994-97	Technical Support Analyst/Programmer	IBM i, Synon, RPG, (Freight insurance package)
Castrol Oil, Auckland and Wellington	NZ	1994	Analyst/Programmer BPCS	IBM i, RPG, BPCS (Consultancy Oil and products)
Wedgwood, Barlaston, Staffordshire	UK	1993-94	Analyst/programmer BPCS & JDE	IBM i, RPG, BPCS & JDE (Porcelain manufacturer)
IBM NZ Ltd, Auckland, Hamilton, Wellington, Christchurch	NZ	1988-93	Technical Support analyst, analyst/programmer	IBM i, RPG (Consultancy Telco package)
IBMx2, JDE x2, 3M, Reckitt & Colman, Ciba Geigy, NZCDC, Monier, NZMC, NZI x2, Sky TV, Vogel x3, Centron, Masport, Marley, Holeproof, Elders, NZ Towel Services, Auckland Milk x2, NZ Wire x2, Bendon, Swartzkopf, SSA x2, Fact, Lees Power, Saeco Bearings ++ Link to CV section	NZ	1981-92	IT management, package designer, developer, support analyst, analyst & programmer. Technical support, implementation specialist, Seen as AS/400 expert by/for IBM NZ. Founding secretary of IBM user group, RL club coach, manager and club treasurer.	IBM i, RPG 3 and 4, CL SQL: (Consultancy own payroll package, became NZ payroll for BPCS users, plus various other support and development and 6 years IT and project management). Operating system upgrades, performance tuning for several clients. 2 ERP major implementations mostly bespoke but also with various BPCS and JDE World implementations. RPG (all), Facom
UMM, CSI, Associated Weavers x2, Morrison Supermarkets, Dunlop & Ranken Steel Stockholders	UK, B, NL	Previous	Project Manager, Consultant, Ops manager, IT manager, Implementation Liaison Officer	IBM mainframe (S/360. S370) and midrange systems (S/3, S32, S/34), Assembler, RPG, COBOL, OCL.

Packages/Solutions	Locations	Years
ICMS (Telco)	NZ	5+
Cablemaster (Telco/CATV)	UK, EU, NZ	2+
JDE	NZ, UK	3+
BPCS	UK, EU, NZ, Aus	7+
Power Enterprise (Retalix)	Aus	1+
Prism	NZ	1
Movex	Aus	1
MAPICS	NZ, UK, EU, Aus	
ERP and CRM	UK, EU, NZ, Aus	12+
Payroll/HRMS	UK, NZ	8+
MS Office (+ Project, Visio)	UK, EU, NZ, Aus	16
Lotus Notes	UK, Aus	
Visual SourceSafe	UK	
WS_FTP	NZ, Aus	
CreateForms	Aus	
Wilcom Forms	Aus	
Project In A Box	NZ, Aus	
SmartDraw	NZ, Aus	

Role/Functional Skill/Experience:	Expertise Level:	Last Used/Years:
Project Manager	Strong	2013 - 8
IT Manager	Strong	2013 - 9
Programme/Project Coordinator	Strong	2013 - 2
Operations Manager	Strong	1991 - 5
Development Manager	Strong	1997 - 1
Head of Analysis	Strong	2001 - 1
Release & Packaging Manager	Strong	2008 - 1
Test Analyst	Strong	2010 - 3+
Change control environment manager	Strong	2008 - 4
Implementation Manager	Strong	2008 - 5
Systems/Business Analyst	Strong	2012 - 20+
Developer	Strong	2013 - 20+
Coaching and Mentoring	Strong	2011 - 6
Support Analyst	Strong	2011 - 20+
Documentation Manager	Strong	2001 - 1+
Package Developer	Strong	2004 - 4+
IBM i (iSeries, AS400 + S/38)	Very strong/expert	25+
Windows	Experienced	10+
IBM Mainframe	Experienced	7+
RPG (vRPG), ILE etc	Very Strong	20+
Synon/2e	Very Strong	8+
Java	Experienced	1+
Cobol	Experienced	5+
Assembler	Experienced	7+
HTML	Experienced	4+
SQL	Experienced	1+
COBIT/Zachman/TOGAF Enterprise Architecture frameworks	Studied	2010
Organisational Change and Technology Alignment	Studied and applied	2011
Industries	Locations	Years
Consulting	UK, EU, NZ, Aus, others	20+

Telco/CATV IVR etc	UK, NZ	8+
Manufacturing, supply chain, various	UK, EU, NZ, Aus	20+
Transport, distribution and storage	UK, NZ, Aus	8+
Charities/Club/group Administration	UK, NZ, Aus	9
Supermarkets/retail	UK, Aus	3
Government	UK, NZ, Aus	3+
Insurance	NZ	5
Real estate	UK, France	2+
Finance/banking	UK, NZ, Aus	3+
Passenger Transport	UK, NZ, Aus	3+

Education, Certifications, Professional Associations:
 Hanson Boys, Bradford Technical Institute UK (Local Government),
 Auckland University (NZ) (Accounting (non-accountants)
 Open University (UK) Languages and IT (60 points), Charles Sturt (4 months)
 Hove College (French), Manhood College (Spanish)
 B&M Prince, Bournemouth (**Prince 2 Practitioner P2R/030274**) – 2003
 Wellington, ([Re-certified Prince 2 Practitioner P2RR/420188](#)), 2009
[Gained PMI CAPM 290610](#) [Gained PMP 280911](#)
[Chichester College \(ECDL\) 2003](#)
[Rewards Learndirect IT3 Word Processing using MS Word 2000 \(NETg\)](#)
[Vision2learn NCFE Level 3 Certificate in Telematics](#)
 NCFE Level 3 Telematics (Web Wizard (2004 –05).
 Advanced Microsoft Word, Microsoft Project (2005).
[NLP \(Neuro Linguistic Programming\) Diploma \(2001\).](#)
[Life Skills Coaching Certificate/Diploma \(2003-2004\).](#)
 Level 2, First Aid (2006 and 2008)
 ITIL Configuration and Release Management (2008)
 ITIL Service Level and Capacity Management (2008)
[Performance Coaching \(Business\), NCFE Level 1.](#)
 IBM/other courses, supervisory/management and various technical subjects.
 NLP and Project Management (PM) study – 2011
 Certificate IV Training and Assessment - 2015
 ACS CPeP Academic Board Student Representative 2011-12.
[Fellow Institution of Analysts and Programmers](#)
[IIBA Membership Certificate](#) [ISACA Membership Certificate CRISC](#)
[Certification](#)

[CPeP Australian Computer Society, Post Graduate Level](#)
 (2007-13) [Results](#) [ACS Academic Transcript](#)
[Business Legal & Ethics Passed with distinction](#)
[Consultancy, passed with credit](#)
[IT Service Management, passed with credit](#)
[Enterprise Architecture passed with distinction](#)
[Organisational Change Management passed with distinction](#)
[Business Analysis, distinction](#)
[New Technology Alignment, passed with distinction.](#)
[Project Management, passed with high distinction](#)
[Business, Strategy and IT, passed with distinction.](#)
[Awarded BCS Fellowship](#)

Recent roles:

Dec 2011 – Dec 2014	Cummins Inc.	IT Leader, Senior Project Analyst	IBM i, Movex ERP, Oracle BI tool
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**Cummins South Pacific, Melbourne,
IT Leader SE Asia and Centres of Excellence (Singapore & Houston) – promotion.**

Responsibilities:

- 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:

- 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.

2010-11 Sydney	Retailix (USA)	Project Support Analyst and Development Specialist. Technical specialist consultant.	IBM i, ERP and SCM implementation for Metcash IGA etc. RPG ILE, SQL, CL Complex environment and interfaces.
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Responsibilities:

US developed software is continuously transferred to local systems and environments. The role involved support, diagnoses and correction (or refer back) issues occurring regularly. Support and correction of issues discovered in the production system are the major priorities, however, with a number of development tasks being pursued concurrently, providing support to Metcash IT department for their testing, implementations etc., and an often very demanding requirement. Retailix local support is a team 3 to 4, Metcash IT (50+ of possibly 200) needing some assistance on occasion. Role required extended hours daily plus some on-call. RPG ILE, iOS, database and multi-system environment skills.

Achievements:

- Multiple concurrent projects leading to 2 major implementations, recently Agile focussed.
- Technical analysis and development of specifications, user documentation and testing/training aids.
- Responsible for application support of national system, problem resolution, program diagnosis and corrections across most of the (very large and complex) application.
- Support of client’s project, product and technical analysts (20-30) for development, support, training, environments and integration teams.
- Local support for US based developers, local BAs and visiting consultants of Retailix.

2008-10 Wellington NZ	Self employed	Project Manager, Release Manager, developer	IBM i, RPG, CL, plus 'non- technical' management skills
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- Programme and project management for NZCS ITCP certification scheme from research to announcement, including nationwide consultations with stakeholders and interested parties.
Design of processes for national system, organised and delivered national workshops, consulted with membership, several universities and several government departments.
- IBM i software release process modernisation from development to implementation for HP-EDS major client, Telecom NZ. Supervised change control, release administration and regression testing (see above). Most progress made in that functional area for many years.
- Practical involvement in smart ticketing system (GPS controlled) for NZ Bus, Hutt Valley.

2003-08 Auckland, Sydney and Melbourne	Part self employed	Business analyst, test analyst, developer	IBM i, RPG, CL, Synon 2e, plus document distribution solutions
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- Banking solution development using Synon 2e and RPG. Testing java and RPG interfaces, iOS upgrade, and package implementations throughout NZ and for St George Bank, for Finzsoft.
- Design and testing of mortgage and equipment leasing solutions (Synon 2e and RPG) for GE Money (Wizard/AFIG) IBM i systems. Provided requirements/solution analysis including both functional and non-functional requirements, stakeholder management,
- Other implementation roles around Australia.
- Vehicle securities system document email/fax development for ED's client, Vic Roads. Synon 2e, RPG and Wilkinson Forms solution.
- BPCS B2B/EDI interface development for NHP in Melbourne. IBM i, RPG etc.
- Numerous additions and changes, new development and operational automation for Australian Wool Handlers, Synon 2e and COBOL, plus scripting for web service and CreateForms forms handling solution, investigation of PHP and other technologies.

1998-03 UK, France, Belgium and Holland	Part self employed	Project Coordinator, Analyst & Developer Head of design	All IBM i, RPG, CL, Synon 2e, plus some java development and iOS operational and DR successes.
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- Senior analyst/developer for 2 telephony/CATV and CTI systems, IBM i, RPG and some java, Convergys and Liaison Technologies (related companies).
- Senior analyst/developer for Fiserve PTF upgrades and for Estee Lauder internal KPI systems.
- Project co-ordinator BPCS standardised roll-out to France (UK and Holland based)
- Interim Head of design for DHL in Bruxelles, improvement and standardisation role.
- JDE application development and iOS operational systems support for major EMEA data centre supporting USA east to Singapore. Operation monitoring automation, DR, performance improvements, Emerson Process Management.