



personal information

D.O.B. 1st June 1972

Email paulr@kiwiland.net.nz

Mobile 0419 380 123

Web www.kiwiland.net.nz

Address 20 Gresham St

Vic Park, 6100

profile

I have over eighteen years experience in the IT industry in both projects and support environments.

I have exceptional problem solving and critical thinking skills giving me the ability to make decisions and resolve problems under pressure. Thanks to excellent communication skills and patience I have been able to relate to all levels of computer literacy and this has given me a reputation amongst my clients that I am proud of.

technical skills

Technical

Linux – Redhat Enterprise
Windows NT4, 2000 and 2003 server
Microsoft Exchange server 2000/2003
Networking: Firewalls, WANs, LANs, VPN
Windows 2000, XP workstation
MS SQL 2000, Access databases

Software

Backup Exec 9
VMware Workstation, GSX Server
Outlook, Exchange, Notes
AutoCAD, Microstation
Server & Client Antivirus

Programming

Java 2, J2ME
Visual Basic , VBA
Winbatch
KixScript

Management

Site Design
Department management
Project and staff management
OS and application rollouts
Developing support structure & procedures
Training

education

Current Studies

Java 2 programming
Linux (ongoing)

Past Studies

University of Canterbury	Mechanical Engineering
Massey University	Engineering Intermediate
Taranaki Polytechnic	AutoCAD & Microstation training

December 2003 – Current Risk Management Technologies IT Support Manager

I was brought on to upgrade their IT network that was in a bad state of maintenance. The site at that stage comprised of around 40 users and 35 servers. The high number of servers is due to the development nature of the company. Over the following two years I upgraded, documented and implemented an IT infrastructure. I also received both Linux and Dell Openmanage training. In my own time I further extended my Linux and Java knowledge. At this stage the company has now expanded to over 60 users and 50 servers including a number of ASP services.

- Manage and direct IT infrastructure repair and upgrade
- Learn Linux and provide solution for both Oracle and Weblogic servers
- Learn Java and develop numerous packages including a monitoring system
- Working in a java and oracle development environment
- Completely self managed and directed

August 2002 – August 2003 Travelling and Dive Masters qualification

America (Colorado, Utah), Israel, Uganda, Kenya, Tanzania, Zanzibar, Mozambique, Malawi, Zambia, Zimbabwe, Botswana, Namibia, South Africa, Australia, Malaysia, Singapore, Australia.

July 2000 - August 2002 Diageo (Guinness Brewery) Senior Technical Analyst for End User Services

I started work on the desktop support team with a client base of around 4000 users. End User Services main role was to provide second line support for the helpdesk. In a very short period I had established a reputation amongst my colleagues and superiors for my excellent technical skills and resources and the ability to resolve problems outside my and other teams skills. This led to my involvement in improving and redesigning projects and rollouts and the position of Senior Technical Consultant for Park Royal. Listed are some of the areas I undertook outside my role as Technical Manager.

- Project Manager - One Step Sync program design and development
- Project Manager - PC Clinic Executive Computer Evaluation and tune up
- Project Manager - Internet Explorer 5 rollout
- Project Manager - Build automation scripts in VB and KixScript
- Application and utility design and coding
- Build design and packaging
- Microsoft SMS admin, packaging and deployment
- LAN and Wan network support
- Large Scale Application support

March 1999 - March 2000 POS Solutions Technical Manager

POS Solutions is a small point of sale software company. Their specialty is a group of three applications that manage point of sale, stock control and accounts.

I was employed at a stage where the company was just starting to expand rapidly and needed the knowledge of a specific hardware manager to provide support for the existing client's software and hardware. This included:

- Working with Clarion 4 databases, converting, fixing and developing.
- Designing and Writing MS Access Databases for use with the MS suite.
- Maximize the use of technology to enable our clients to manage an expanding number of branches and mobile representatives.
- Designing and writing a specific communications package in Winbatch to transfer data around the country. The system proved to be so reliable that it was used as a live backup to recover a site in the case of a complete loss of data and backup tapes.
- Offering support and aggressive problem elimination.
- Management, organising, planning of projects on a national level.
- Database development utilising Vmware and Virtual Machines.

May 1997 - February 1999 Proformac Computers Technical Manager

Proformac Computers is a computer retail shop that specialises in quality service.

I was employed to expand the company's business clients and also to provide advanced hardware knowledge and specialist one on one training to clients.

During my period of employment, the company experienced a rapid growth in both private and business clients. A large factor of this growth was the friendly and reliable service that I provided.

- Management of NT servers running MS Exchange & Proxy Server
- Documentation of servers & PCs
- MS Word, Excel, Access training. Developing business solutions.
- Helpdesk and staff training and software trials
- Legal Experience

Rob Bavcevic – Senior Systems Engineer – Kinetic IT 0405 331 255

Rod Basscom – MD Basscom PTYLD 0417 700 711

Additional reference's available on request

employment
history

references