

Brendan John Edwards

Address 70 Camp Road, Langwarrin South, Victoria, 3911
Mobile 0407 526 745
Email brendan.edwards@understatedexcellence.com.au

Profile: Digital Business Analyst specialising in Optimisation of Digital Assets

Seeking a role working across multiple domains and technologies, with opportunities for continued learning and to have a positive impact on the Australian community.

Qualifications and experience in computer systems, virtual communications, technical marketing; data analysis, process engineering and working in various company sizes and structures.

Natural people and networking skills with an ability to easily work in multifunctional, multidisciplinary and distributed teams.

Work History

Deep experience with telecommunications, internet/ digital technology, State Government Departments, SME's, small start-up companies and community groups.

Work History

PowerMaintenance Group	Digital Marketing Manager and Project Manager	Oct 2018-Jun 2024
Telstra Network Operations	Broadband Designer	Mar 2016-Jun 2018
Virtual Accident	Web Architect (SEO)	Nov 2013-Mar 2015
Australian Drug Foundation	Web Analyst	Dec 2012-Nov 2013
Business Victoria Online (Small Business Victoria)	Product Coordinator and Application Manager	Feb 2010-Nov 2012
Business Spectator	Analyst Programmer (SEO)	Aug 2009-Jun 2010
Express Teleconferencing	Technology Officer	Oct 2007-Nov 2008
Telstra Research Laboratories	Senior Research Technologist	Jan 1987-Mar 2006

Education

Graduate Certificate in Applied Data Science (Charles Sturt University, Wagga Wagga)	2022
Agile Data and Information Management (Charles Sturt University, short course)	2021
Marketing Analytics and Insights (RMIT University, Melbourne, Victoria)	2018
Master of Arts (Virtual Communications) RMIT University, Melbourne, Victoria	2006
<ul style="list-style-type: none">Research Paper: Can emotional cues be employed in Internet Communications Technologies to establish, sustain or increase membership participation in a Community of Interest?I proposed a new <i>Emotional Consumer Model</i> based on <i>Recognition and Anticipation, Perception, Motivation and Memory</i> replacing the traditional Rational or Logic consumer model	
Diploma of Engineering Barton Institute of TAFE, Melbourne, Victoria	1998
Associate Diploma of Engineering (Computer Systems) Barton Institute of TAFE, Melbourne	1998
Associate Diploma of Engineering (Electronics) Barton Institute of TAFE, Melbourne	1990
Certificate of Technology (Electronics) Moorabbin College of TAFE, Melbourne, Victoria	1991
Basic Electronics certificate Moorabbin College of TAFE, Melbourne, Victoria	1985

Tools

<i>Analysis</i>	<ul style="list-style-type: none">• Screaming Frog; Tableau; QlikView; Lynx Text Reader, SPLUNK,
<i>Analytics</i>	<ul style="list-style-type: none">• Google and BING Analytics and Webmaster Tools; Event Tracking (Downloads, External sites); Aswat's; Binary Canary
<i>Automation</i>	<ul style="list-style-type: none">• Excel (VBA); iMacro; UI Path
<i>Communication</i>	<ul style="list-style-type: none">• Outlook, TRIM (Email and Document Management and Retrieval), MailEnable; Gmail; MailChimp; Wufoo Forms
<i>Configuration</i>	<ul style="list-style-type: none">• WHM, cPanel, Domain and DNS Management; Microsoft Exchange (user administration and Exclaim Email Signatures)
<i>Development</i>	<ul style="list-style-type: none">• Adobe Dreamweaver; Bitnami; Virtual Box; WordPress; Joomla! Moodle eLearning; SharePoint; CSS, HTML, PHP and PHP MyAdmin; RegEx
<i>Documentation</i>	<ul style="list-style-type: none">• Microsoft office suite of tools (Word, Excel, PowerPoint, Visio); draw.io
<i>Media</i>	<ul style="list-style-type: none">• Photoshop and Fireworks (Adobe), GIMP; Pixlr
<i>Management</i>	<ul style="list-style-type: none">• Jira, Tempo and Confluence (Atlassian project management); Gemini (Open-source ticket management application); Open Project (open-source project management application)
<i>Social and Interpersonal</i>	<ul style="list-style-type: none">• Highly developed interpersonal networking and social skills with ability to comfortably work with multifunctional, multidisciplinary and distributed teams.

Techniques

<i>Application and Data Design and Management</i>	<ul style="list-style-type: none">• IT Infrastructure management including server, domain, email configuration• Development, testing and maintenance• Process optimisation• Data and information reliability improvements by cleaning and standardising for future use
<i>Branding and Digital Strategy</i>	<ul style="list-style-type: none">• Websites, downloads, text, image, video (multi-media)• Holistic and recognisable design elements, including filenames
<i>Documentation</i>	<ul style="list-style-type: none">• Detailed research evaluations of products, competitors and markets• Detailed, easy to understand, technical and user process instruction manuals• Simplifying complex ideas and concepts for quick and accurate decision making
<i>Information Architecture, Design and Management</i>	<ul style="list-style-type: none">• Websites, downloads, text, image, video (multi-media)• Content, layout, navigation for easy to find important and relevant information
<i>Mentorship</i>	<ul style="list-style-type: none">• Provide strategic advice related to products, technologies, techniques and markets; and how they can be applied to an industry or domain• Provide independent evaluation of advice given by external parties, to ensure correctness and suitability for the user's needs, wants and goals
<i>Web Presence Optimisation</i>	<ul style="list-style-type: none">• Organic (non-paid) onsite search engine optimisation• Design and apply strategies for best use of digital assets
<i>Continuous Learning, Professional Development</i>	<ul style="list-style-type: none">• Adaptable and self-motivated to gain and retain updated and current, relevant and interesting knowledge, techniques and skills

Referees: Detailed resume and referee list available on request

Referees

Available on request

A small business in the Commercial and Industrial Energy broker space. Competent in energy analysis, contract management and personal customer contact. Operating in a competitive, nationally regulated and rapidly changing market, they use the energy futures markets, various energy suppliers and energy types to provide the best value for their clients. Looking to reduce the cost of customer acquisition and diversify revenue generation, several strategies and projects have been devised and implemented.

Job Role: Digital Marketing Manager, Project Manager

Project Google: An extensive and intricate SEO strategy based on keyword-based domains using 13 individual sites. Included site development and liaising with external developers, hosting companies, configuring search engine and social media accounts, 1300 numbers, domain registrars, automating form testing, onsite optimisations, documentation development including templates for *Statement of Works* and *Branding Guidelines* for developers.

PowerMaintenance commissioned a non-core (not directly related to the energy industry) remote IT service desk; OnlineHelpDesk. The service consisted of a ticketing system, linked to a marketing website, an integrated dedicated 1300 number, knowledgebase, upsell opportunities of products and services. An external developer had started building a ticketing system using the Laravel framework. However, progress was slow, documentation was minimal and functionality inconsistent and incomplete. I influenced the decision to select an off the shelf configurable product rather than developing a full custom application. I evaluated the most highly recommended cloud-based options at the time; and a Laravel framework option with a report comparing each against requirements, costs and ongoing maintenance. Freshworks was selected as several useful products integrated seamlessly including: Freshdesk (support desk), Freshsales (Customer CRM), Freshmarketer (Marketing Automation), Freschat (Chatbot – internal and external). My role was to liaise with the Freshworks support teams to configure and test the integrations and connectivity between the applications, liaise with 1300number providers and Freshworks to integrate the 1300 number. I developed documentation including: wireframes for the website developers; website content briefs and reviewed deliverable from content developers; comprehensive FAQ's and troubleshooting guides of common IT issues the support desk team would likely get from customers; a position interview template for evaluating new staff hires; product evaluation reports. I assisted in the analysis of complimentary products and services to be promoted and sold to customers via the website during service enquiries.

PowerMaintenance commissioned a non-core (not directly related to the energy sector), cloud-based, mobile image sharing app. to be used for archiving personal images from a business device or sharing images with invited contacts. I project managed the administration, configuration and testing during development. I liaised with interstate project managers and international developers, a Microsoft Azure deployment team, legal teams for trademark applications and registered an Apple Developer account and DUNS number (Dun and Bradstreet) to self-host the application. Specifications were fluid with documentation from the developers minimal. With the international developers struggling, I developed a User Acceptance Test Plan to confirm operational repeatability of the app. And consistency of operation on multiple devices and operating systems. However, every time an update was deployed, functionality was changed, making progress slow and limited. We were refused requests to work from the same test documentation. Eventually, the test plan I developed was used as documented proof of the struggles and eventually the project was cancelled. The end of the project was strained between the developers and the business owners. To obtain assets, should the project continue at a later stage, through my negotiations I was able to secure a copy of the incomplete and not fully functional source code.

In a highly regulated industry requiring strict customer privacy conformance, PowerMaintenance commissioned a separate restricted server for customer records. During peak periods of contract renewals or acquisitions, there were many interactions between customers, energy and meter providers. These were mainly via documents with information manually entered (copy and paste). I developed a 'proof of concept' for a write once, deploy everywhere' model of data entry and form and email generation. Excel was the preferred tool. Data manipulation and automation used formulas and visual basic, integrations with Word, Outlook, PDF's, Mail Merge and Document Linking. Constraints during development included the customer data server not having permissions to store macro enabled applications, specifications being fluid and minimal and sporadic UAT, inconsistent data formatting leading to potential data integrity issues and potential usability issues with formulas in cells that users assumed they could delete to overwrite data. Overall results included consistency in file formats, improved data integrity, reduced privacy risks, and easier document management in a regulated industry.

Responsibilities

Originally approached to assist in a VCAT case against a Digital Marketing company for not providing the services paid for, I became involved in SEO optimisation for several sites. I then taught staff some web development, standardisation and optimisation techniques. I managed external vendors, server configurations, basic testing automation before managing other projects and applications.

- Trained internal staff techniques in SEO and benefits of standardising website architecture (themes and plugins) for improved site reliability and ongoing maintenance.
- Conducted product and competitor analysis and developed recommendations across multiple projects including new services and revenue generating applications.
- Liaised with developers, suppliers, vendors, technical teams and support (SharePoint, OneDrive, Teams)
- Consolidated and maintained an archive of all relevant and current documentation for all projects.
- Configured social media accounts and developed relevant content (image and text)
- Developed automated form testing process to ensure sites are up and forms submitting correctly, taking into consideration permission restrictions on computers (iMacro - browser, UI Path – application)
- Developed Proof of Concept tools for automating pricing requests using Excel, Word, PDF, Email.
- Managed photo application development including specifications, liaising with developers and legal teams, developing test plans, coordinating Azure storage implementation, developed test plan for developers.

Achievements

- Successfully assisted in nullify the counter claim from the digital marketing company in VCAT.
- Improved onsite SEO of several websites (broken links, meta tags, image labels)
- Successfully recommended production quality system over custom-built applications for service desk.

Documentation and Reports

- Template: Branding Guidelines (to improve consistency, streamline development, provide a comprehensive checklist for requirements gathering for multiple digital assets)
- Template: Statement of Works (to improve consistency, and streamline development, provide a comprehensive checklist for requirements gathering for multiple digital assets)
- Template: Standardised interview questions and evaluation forms or new roles
- Project Management / Progress / Configuration / Details spreadsheets

Tools, Products and Applications

- Screaming Frog (test tools)
- UI Vision RPA (browser) iMacro (browser), UIPath (application), Power Automate (Windows)
- Microsoft 365 (OneDrive, SharePoint, Teams), Zoom
- Photoshop, draw.io (<https://app.diagrams.net/>)
- WordPress, CPanel, WHM
- Python, Visual Studio

Courses and Seminars

- Graduate Certificate in Applied Data Science (2022)
- All-Energy and Waste Australia Exhibition & Conference 2022 (Melbourne Convention and Exhibition Centre)
- Business Analytics Tools for Finance Professionals - Virtual Classroom Series (CPA Australia, 2022)
- Agile Data and Information Management (IT Masters short course, 2021)
- B2B Expo (Melbourne Docklands Stadium, 2020)
- Marketing Analytics and Insights (RMIT short course, 2018)

Job Role: Broadband Designer

DialIP Exit and Migration: Major Project. The DialIP Platform (original Big Pond Dial-Up internet service) was End of Life. It had received no vendor support for the previous 5 years. Power Supplies, Modem Cards and various other components of the platform were failing. There was still major Government and Enterprise customers on the platform that needed to be migrated before the service totally failed. My role was to maintain the platform, manage and co-ordinates spares Australia wide and to develop reporting tools of system status and migration for various stakeholders until all customers were fully migrated to alternative solution.

HFC NBN D123: Major Project. As part of Telstra's transition for the NBN, Docsis Cable Modems were upgraded from Docsis 1 to Docsis 3 across approximately 280 sites across Australia. This was a highly political project with Parliamentary and Media attention at the time. My role included Change Management ensuring CIP's were correct and tickets submitted in time for the workforce scheduled to be on site. Once modem upgrades were completed, confirming spectrum and level readings were correct and archived. Received an Award for contributing to this project.

Customer Engagement and Data Analytics: Holly Big Data platform. A new Big Data project within Networks that has had significant investment in a short period of time. Used to process and display device and network metrics across multiple platforms, providers and formats. A Linux and MapR based platform, converting data into Hive tables suitable for processing or visualisation with QlikView or QlikSense. My roles included assisting in the migration of the National Data Warehouse data feeds into HollyEVO; developing data Interface Agreements; troubleshooting data feeds and providing recommendations for governance and other improvements.

Responsibilities

Originally approached to assist managing the DialIP Exit and Migration project, I was also involved in a highly political HFC D123 decommissioning project preparing exchanges for NBN; and with the Customer Experience and Data Analytics team migrating network metric data feeds from the Network Data Warehouse being decommissioned into the HollyEVO Big Data platform. I was contracted into Telstra as a Full time TANDEM (ISGM) employee.

- Maintained an End-of-Life platform that had no vendor support for the previous 5 years while Government and Enterprise customers were migrated to alternate solution.
- Managed the installation of refurbished TNT chassis with cooling fans i throughout Australia in the remaining exchanges. Number of TNT Chassis and Number of Sites/Exchanges
- Managed inventory of working spares in exchanges around Australia to ensure the DialIP platform was maintained while customers were being migrated to alternate solutions.
- Liaised with teams during the consolidation of sites to maintain platform integrity.
- Documented data model and liaised with developer of QlikView visualisation tool used to monitor network activity and compare customer 0198nnn B number and Calling A numbers.
- Developed data reporting tools for monitoring the status of network devices, power supplies and MADD2 cards and forecasting tools to manage equipment failures and spares allocations.
- Submitted Change Implementation Plans (CIP's) in iTAM to schedule tasks and equipment updates across various projects to meet project targets.
- Sourced data from internal data providers and documented Interface Agreements.
- Configured custom built scheduler for the ingestion of data including trouble shooting data feeds.

Achievements

- Liaised with exchange field staff to replace faulty equipment during the installation of refurbished fan chassis. Usually separate tasks; this saved time, costs and increasing reliability of the platform.
- Developed scripts to interrogate TNT's (network devices) reducing report generation time from several hours down to 15 minutes allowing ad-hoc reporting and increased decision flexibility.
- Sourced and implemented a scripting update to delete 1 million plus files to successfully ingest data, improving reliability and reducing processing time during data ingestion of a particular data feed.

- Recommendation accepted to record spectrum frequency response as verification after modem upgrades on the HFC decommissioning during a highly political phase of the NBN project.
- Suggested governance and security improvements that were considered and implemented.
- Recognition AWARD. Part of a team working on a Financial Contract delivered under time and under budget making a profit for Telstra
- Noted in Annual Performance Review that I have very valuable skills for Telstra and Tandem and received full bonus and pay rise.

Projects and Product Management

- Maintained failing and vendor non-supported DialIP Platform until all customers were successfully migrated to alternate solutions.
- D123 HFC and AC-DC Power supply upgrade decommissioning project iTAM CIP submissions
- Source data, implement data feeds and write Interface Agreements for data migrating from the Network Data Warehouse (NDW) into the HollyEVO Big Data platform.

Documentation and Reports

Programming Summary Reports using Excel Formulae's

- DialIP Exit – Cancellation Tracker
- AAA__DialIP - Monitoring - MASTER - 0 - Components and Capacity - Long-term - TEMPLATE
- AAA__DialIP - Monitoring - MASTER - 1 - Components and Capacity - TEMPLATE
- AAA__DialIP - Monitoring - MASTER - 2 - Session Count Snapshot - 2017
- AAA__DialIP - Monitoring - MASTER - 3 - Tracker - Service Provisioning - Master Data
- AAA__DialIP - Monitoring - MASTER - 4 - Service Status and Numbers - 2017.07.07
- AAA__Dialip - Monitoring - MASTER - 5 - TRN VERIFICATION - 2017.06
- AAA__DialIP - Monitoring - MASTER - 6 - RADIUS In Use v Not In Use - 2017.09.21b
- AAA__DialIP - Monitoring - MASTER - 7 - AAA-SC CLID Status
- AAA__DialIP - Monitoring - MASTER - 8 - DIALIPSO - RASS SFIN Status
- AAA__DialIP - Monitoring - MASTER - 9 - RADIUS End User T2 and T3 Counts
- DialIP Exit - QlikView Dashboard Instructions and Overview
- DialIP Exit - QlikView Data Model
- Big Data - Instruction Manual - How to Configure the Transporter Data Import Scheduler
- Big Data - New Starters Guide - Browser Bookmarks file

Tools, Products and Applications

- Project Management: MS Visio, MS Project, iTAM (Change management ticketing system), Jira, Confluence, Excel
- Monitoring: Magpie, SPLUNK, QlikView, QlikSense, Excel, SecureCRT
- CMS: MS SharePoint
- Databases: MySQL, Hive

Courses and Seminars

- SPLUNK Live Melbourne (Hotel Sofitel)
- VMWare Evolve Melbourne (Hotel Sofitel)

A start-up company with highly qualified specialist staff, Virtual Accident develops unique, interactive, online training courses. Their audience includes University, Research Institute and Hospital Nursing staff. Integrating an open-source WordPress CMS and WooCommerce e-Commerce platform as a front-end shopping site to a Moodle e-learning platform; their system automates course purchase and deployment. All courses are currently developed in Adobe Captivate, exported in a SCORM package format and uploaded into Moodle.

Job Role: Web Architect, onsite SEO**Responsibilities**

Originally contracted for short term HTML/CSS development and styling, after initial analysis and review, was instrumental in the re-design and implementation of an updated website architecture and design.

- Determined an appropriate website rebuild path based on off the shelf 'Configuration rather than Customisation'; integration with Moodle e-learning CMS and ease of maintenance for internal staff.
- Developed and implemented recommendations for an eCommerce solution based on requirements, security, previous developments, support and maintenance (used WooCommerce).
- Developed and modified templates and applications to suit business needs (HTML/CSS/PHP).
- Reviewed, updated and developed project specifications, manuals and instructions for systems and applications
- Supported internal staff during the development phase and provided training when required.
- Liaised with internal stakeholders including the technical team, Test Manager, Brand Manager and Project Manager.
- Liaised with external vendors, suppliers and application developers.

Achievements

- The website development was in an early iteration but was limited in its ability to allow the separation of presentation, structure and functionality. I reviewed several proposed options and made a recommendation based on standards, security, maintenance and support and influenced the design and uptake of new website architecture more suitable to business needs and ongoing support. I then implemented the design and liaised with vendors and developers to ensure the solution met requirements. Feedback on the front-end design was extremely favourable from internal and external stakeholders.
- A commercial extension was purchased to allow the Purchase Orders payment method in the WooCommerce eCommerce site. A custom change was requested to add extra fields. Using a PHP editor, I added the extra field and contextual error messages. I also updated the structure of the extension to allow recompression and standard upload methods, not possible before due to the development on a Mac platform.
- Using a WordPress CMS extension for site backups and restoration, there were issues restoring to a development server. I analysed logs and installer files, reviewed forums and liaised with the developers. I discovered that a security extension appeared to be installed twice using different cases (lowercase and CamelCase) for the same table names. During restoration procedures this caused a duplication error. I was able to remove the duplicate tables which allowed testing and development off the main server as well as an alternate site backup method for disaster recovery.
- Managed and facilitated the technical and administrative requirements for Google Analytics and Webmaster Tools.
- Implemented SEO tagging for industry that ranked favourably in engines.

Projects and Product Management

- Review, clarify, edit and implement project specifications
- Liaison with internal Test Manager, Developers and Brand Manager

Vendor Management

- Liaison with Plug-in and Theme developers to solve compatibility, configuration or developmental issues
- Liaison with external CMS Plug-in and Theme developers

Development

- Customise / extend functionality / and style of plugins (where required)
- Customise themes for WordPress / WooCommerce and Moodle
- Website Management (Users, Content, Configuration, Server requirements) of WordPress CMS, WooCommerce and Moodle

Analysis Audits and Recommendations

- Analysis and recommendations for eCommerce solution based on
- client requirements (while still being finalised),
 - Security,
 - Current developments (significant custom programming already completed and may have needed to be reused),
 - Support and Maintenance (recommended WooCommerce)

Documentation and Reports

- Update Specifications documentation for improved clarity
- Extension configuration settings for improved security, tax implementation (Australian and International compliance), site confirmation and / or rebuilding (if required)
- Instructions and Manuals for using general and specific functions within the WordPress, WooCommerce, Moodle, extensions and other applications used in the development and maintenance of the websites.

Website Optimisation (including SEO)

- Meta tag recommendation, development and refinement
- Downloadable brochure tracking (including QR Codes, filename, link tracking through analytics)

SEM (Google Analytics and Webmaster Tools)

- NOTE: Postponed as deemed not required at this stage
- Development of Online Marketing strategy (SEM)
 - Recommendation for and technical implementation of Social Media channels

Tools, Products and Applications

- Google Analytics and Webmaster Tools
- Microsoft BING Analytics and Webmaster Tools
- Jira and Temp (project management)
- Adobe Dreamweaver
- Adobe Fireworks and Photoshop
 - *Jira and Tempo (Atlassian project management)*
- *GIMP (Image Editor)*
 - *WordPress CMS*
- *WooThemes WooCommerce eCommerce*
- *WooThemes Plugins and Extensions (WordPress and WooCommerce)*
- *Moodle eLearning CMS*
- *PHP*
- *PHP MyAdmin*
- *Binary Canary*

Infrastructure Development

- Configured Development and Staging Server

Courses and Seminars

- Draeger
- OH – check in diary
- Occupational hygienist meetings
- Basic Bananas Online Marketing overview

The Australian Drug Foundation (ADF) is one of Australia's leading bodies committed to preventing alcohol and other drug problems in communities around Australia. A Not For Profit organisation with multiple business units and funders (Federal, State, Local and other) they are in the process of consolidating complex IT infrastructure and web presence platforms, systems and providers. Dame Elizabeth Murdoch was also a patron.

Job Role: Web Analyst**Responsibilities**

- Managed, administered and supported the ADF web presence including 10 separate websites, associated applications.
- Implemented Marketing and Communications requirements including: systems optimisation, analytics compliance and tracking and content updates.
- Provided feedback and recommendations to proposed online and digital strategies the ADF had.
- Assisted content managers and coordinated user training.
- Administered user accounts

Achievements

- Developed and implemented risk management policies and procedures to reduce potential costs and liabilities to the ADF, which then influenced the signing of an SLA maintenance agreement for their highest profile site (GoodSports: Nationwide program improving the health and wellbeing of Australians through sporting clubs).
- The ADF website hosting was fragmented due to various sponsors for different projects over time. This led to varied service response and reliability for a number of their websites. I Initiated and coordinated the migration and consolidation of five websites to a more reliable website host to improve uptime, which improved site reliability and brand perception.
- The GoodSports program was looking at developing a Proof-of-Concept portal for their nationwide remote Project Officers. This program was to have remote access to consistent and updated information, specific to their state and club requirements. An option was to use the internal corporate CMS (Intranet Dashboard) to develop a second secure site. This project was also used as an opportunity to update the CMS and improve the functionality for internal staff (added calendar functionality) I project managed the upgrade liaising with the vendor and internal stakeholders to implement security and user account requirements.
- An ADF site unexpectedly went off-line and investigations at the host indicated the site was still functional. Further investigations uncovered the domain was registered and owned by a previous developer cleaning up their systems and deleting unused DNS records. I organised the transfer of ownership and consolidated other domain name registrars and DNS hosts to simplify system domain management and improve site reliability.
- Google was updating the compliance requirements for Not For Profit organisations. I project managed the technical and administrative requirements for the ADF Google Adwords account to comply with the updated Google Grants requirements to ensure continued subsidised advertising.

Projects and Product Management

- ADF Search: A subscription-based search facility of licensed content and journals (similar to universities). I coordinated the integration of the search service into ADF infrastructure. I liaised with internal and external stakeholders including ADF staff, international vendors (Exlibr Primo Search) and IT support. I also refined the interface by modifying CCS, HTML and graphics and text layout.
- ADF Aware: An eLearning program for workplaces designed to secure ongoing income for the ADF. I coordinated internal staff, IT support, external vendors to integrate the service into the ADF Infrastructure and Systems including email white lists to reduce emails being seen as SPAM (monkii : eLearning, DBG Technologies : eCommerce CMS, EBS :merchant account facilities and accounting package)
- Developed the website backup and disaster recovery procedures. I documented, tested and verified each website CMS application and alternate method and provided restoration applications for disaster recovery.
- Domain Name Management. I consolidated the domain names, DNS hosting providers and domain name registrars to simplify management, reduce external dependencies and improve system reliability.

- Managed and administer the ADF web presence including: 1st and 2nd level support for content managers, user permissions and access, providing user training (where required), domain names (Registrars, DNS hosting), Google compliance (where required), system upgrades.
- Good Sports Public Officer Pilot. ADF are designing a proof-of-concept portal to house a centralised source of truth for external Public Officers (Pos) using the Intranet Dashboard (AdWeb) platform. I managed the upgrade of the Intranet Dashboard application to provide extra functionality, configured user accounts and permissions access for external users, trained users, modified styles and liaised with technical support.
- Managed the upgrade of the Intranet Dashboard version trained ADF staff that were not associated with the Good Sport PO portal project.
- Developed simple and comprehensive test plans for verification of change requests
- ADIN Unique Review Pages: I managed the implementation of a significant structural site change to regain SEO for content based on reviews. Liaised with vendors and developed and conducted verification test plans in accordance with project specifications.
- Consolidated the monitoring of websites into a single provider for ease of management and reporting.
- Implemented risk management policies and procedures to reduce potential costs and liabilities to the ADF when I discovered there were no SLAs or access to staging sites to develop and test solutions. This influenced signing of a maintenance agreement for at least one significant site (GoodSports)

Vendor Management

- Website developers: 10 separate websites (internal and external facing), 5 developers
- Online application providers (website forms linked to MailChimp, MailChimp, subscription-based downloads)
- External IT support
- Billing, invoice approval and management

Analysis, Audits and Recommendations

- Reviewed and documented an overview of the complexity of the ADF websites and their interactions with interrelated online, social, ecommerce and analytical applications and platforms to gain a better understanding of the systems involved. This was also used for the marketing teams to develop strategies.
- Audited ADF MailChimp list management and usage. Originally asked to consolidate all separate lists into a single master list, the recommendation is to now separate each branded newsletter campaign into a separate list to reduce the risk of a recipient who unsubscribed from one newsletter being removed from all ADF correspondence.
- Audited all ADF websites for basic SEO meta tag implementation and found a minimal compliance. I developed a document for content managers on how and where to add the tags and provided cheats sheets on best practice. I also recommended that the reliance on Google Grants AdWords campaigns should be supplemented with easy to implement organic SEO techniques.

Documentation and Reports

- Developed a comprehensive spreadsheet for recording, summarising and charting website downtime using data from monitoring services (Excel, Binary Canary, Pingdom, Monastic) Using dashboards, this visually displays performance trends of individual websites and host providers for future planning purposes.
- Developed a simple and standardised process for determining issue severity and priority for ADF Staff and vendors based on IEEE standards. Also included a basic test plan to verify implementation.
- Reviewed all ADF websites and to assist content managers developed value-add manual: How to Implement SEO Meta Tags on ADF Websites. Also included references to other search engine independent tagging options available for increased SEO.
- Simplified the gathering and reporting of keyword ranking data by developing an Excel spreadsheet and using Firefox Grease monkey and a Tuned Google SERP script to make a Firefox version independent method of recording SERP. NOTE: Several automated tools triggered 'unusual network activity' and impacted ADF internet access, so these were unsuitable.
- Using the Firefox iMacro extension I developed and implemented improvements to testing online forms.
- Developed simple visual instructions for updating email signatures using Exclaim Email Signatures application on Microsoft Exchange along with expected issues and resolutions for new users.

- Developed a comprehensive process checklist for implementing a new web presence to ensure all components of the website are fully completed and understood before launch. Considered domains, hosting environment, content, analytics and tagging requirements (meta and events), associated applications, testing and verification and any potential marketing embargoes. This will be a basis for consideration during the transformation project.

Website Optimisation (including SEO)

- Audited all ADF website CMSs and extensions after seeing several external SEO consultants providing high level advice and recommendations. I developed and presented a practical guide specific to each CMS on how to easily implement each recommendation for the ADF content managers. This was used by several of the staff to implement and tailor specific meta tagging and give an understanding of their importance to organic SEO.
- Using Google Analytics knowledge and experience I implemented Event Tagging for links to external sites and media downloads. This provided relevant overview data within Google Analytics across several ADF websites and reduced the need to access secondary server based analytic applications (Aswat's).
- Recommended and implemented domain name changes and AdWord campaign updates to comply with Google AdWords Grants terms and conditions.
- Using experience of the particular CMS I was able to recommended implementing Gzip compression for improved performance.
- Reviewed methods and extension and implemented sitemap.xml file for improved crawling and indexing.
- Developed a new HTML based email signature template, optimising design, images (format and size) and tagging for campaign monitoring. (Exclaim)

Tools Products and Applications

- CMS: Joomla! WordPress, Cube (eCommerce), CM3, Intranet Dashboard
- Server and hosting environments: WHM, cPanel, Domain and DNS Management
- Online services: MailChimp; Digioh!; Wufoo Forms; Atlassian Jira (online project management tool)
- Analytics: Google Analytics; Webmaster Tools; Event Tracking (Downloads, External sites); Aswat's
- Testing: iMacro, Excel, Lynx Text Reader
- Email Systems: MailChimp, Microsoft Exchange (user administration) and Exclaim Email Signatures

Courses and Seminars:

- Symposium on Emerging Drugs (ADF)
- SQUIZZ UX Design Trends

<https://adf.org.au/>

https://en.wikipedia.org/wiki/Alcohol_and_Drug_Foundation

Business Victoria Online (BVO) is the interface between the Victorian Small Businesses sector and the Victorian State Government. Their charter includes reducing the cost of doing business by reducing red tape, simplifying interactions with government and providing qualified information and resources. Bespoke IT applications are developed on a J2EE platform integrated with Business Victoria accounts, payment gateways and other resources within secure databases. Applications are managed by BVO with maintenance and development by external vendors.

Job Role: Product Coordinator / Application Manager**Responsibilities:**

- Manage application life cycle: change requests, technical documentation, user training and product reviews within the constraints of budgets, resources and the department's strategic intent.
- Coordinated the team of 8 staff and reported to management during the absence of the Operations Manager

Achievements

- The Event Management System (EMS) was used by internal departments and external providers to promote events for small businesses. URLs were the preferred method to promote events on websites and other promotional materials however, a simple and reliable URL format was not available. I conducted several tests and then liaised with the developers to document a URL format that helped to improve the utilisation of the EMS to filter events dates, types and locations.
- When IE9 was first introduced, the Google Map for an event in the EMS was not displayed. A request was made to the vendor to update the application. However, a vendor proposal was intrusive to the end user and not suitable for a seamless user experience. I sourced and recommended a simple solution to correctly display the Google Map's, which was implemented by the vendor, reducing BVO development costs of another solution.
- Was appointed to be the technical representative on an interview panel for a new position and recommended a suitable applicant that was successful in the position.
- Due to the limitations of the Event management System (EMS) and the cost of modifications to upgrade functionality, I developed user friendly 'cheat sheets' for internal and external customers noting product limitations with tested and approved assists that helped reduce help desk calls.

Projects and Product Management

- Managed and coordinated the Event Management System (EMS). An online calendar and promotional tool for business events that also managed bookings and payments on behalf of event providers.
 - Stakeholder management: reviewed, developed and verified change requests in various website environments (SIT, UAT and Production) by liaising with internal departments; Business Analysts (internal and external), vendors, technical support and end users.
 - Administered user accounts including assigning new and current user's applications and access.
 - Used governance models, editorial guidelines and other requirements to administer and approve new accounts and events.
- Developed high level test plans to check for dependencies in other co-related applications and platforms when a change request was being implemented.
- Sourced and verified information and designed email templates for enquiries regarding presenting training material to the public (via EMS) and to government departments by providers.
 - This improved the consistency of responses to enquiries and reduced Victoria Business Line help desk calls.

Analysis, Audits and Recommendations

- Monthly product usage and customer insights metrics (EMS)
- Audited and documented search URL format and parameters to display specific events, event types or locations. These were previously unavailable and were used to drive traffic and improve usage and flexibility through newsletters, event guides and other promotional materials by State Government departments, event providers and end users.
- Developed metrics and analysis on product usage and customer interactions. (Excel)

- BVO Product Reviews and Analysis
- Regular cycle of review of the Life Cycle of each product
- Review of compliance with eCommerce and payment gateway requirements and guidelines of associated banking institutions and vendors.
 - While BVO complied, definitive and consistent guidelines were difficult to obtain. The configuration of the BVO implementation was complicated by managing the payment on behalf of a third-party provider, rather accepting payment directly into their own account.
- Developed methods and spreadsheets to simplify data gathering, analysis and format conversion.

Documentation and Reports

- Reviewed and update end user training manuals for readability and consistency
- Reviewed and maintained functional specifications (updated by vendor)
- Developed simple Cheat Sheets to summarise larger instruction manuals and reduce help desk enquiries.
- Developed and wrote the operations support governance template and documentation for several products
 - Workshop and Events Calendar (EMS)
 - Forms and Payment Platform (FPP: Online Smart Forms)
 - Call Centre Enquiry Management System (Case Management – help desk CRM and resource delivery application)

Tools, Products and Applications

- TRIM (Email and Document Management and Retrieval)
- Microsoft office suite of tools
- Pixar (online image editing application)
- Gemini (Open-source ticket management application)
- Salesforce CRM (GEMS)

Courses and Seminars:

- Freedom of Information (FOI)
- Writing for the web
- TRIM Document Management System - Introduction
- GEMS (Salesforce)
- Business Intelligence (BI) Dashboard (plus review and recommendations for user manuals)

Business Spectator is an online Business news portal founded by Alan Kohler, Robert Gottliebsen and Stephen Bartholomeusz. Independent at the time, they were purchased by News limited Fairfax in 2012. Also, owned and co-locate with The Eureka Report, Smart Company and Crikey.Com

Job Role: Analyst / Programmer Search Engine Optimisation**Responsibilities:**

- Website Search Engine Optimisation (SEO) and Strategy.
- Website Optimisation.
- Training web authors in SEO techniques and best practice.

Achievements

- Conducted a site audit that included reviewing SEO Meta tags and information architecture I reviewed options with the Marketing Manager. My recommendations influenced the executive board to update the website navigation to benefit user experience and information discoverability of valuable information and resources. This was a significant and positive outcome as there had been a strong desire that site design should not change. This also lead to suggestions from the board on what other information should be made discoverable via the modified navigation menus.
- This recommendation for information discoverability, tagging of articles and pages was carried over to a new site redesign (Drupal which replaced LOTUS). These changes are still evident and providing results.
- Using my experience and qualification in Virtual Communications, I trained qualified print journalists and web authors' in the techniques for writing for the web and SEO best practice.

Vendor Management

- Liaised with external SEM vendor (First Click) to optimise and align marketing spend objectives and costs with website content to reduce bounce rate.

Analysis, Audits and Recommendations**Website audit (technical):**

- Used the Lynx text reader to find much of the site content was not able to be found by search engines.
 - AJAX code was unable to be indexed by engines, so content was effectively hidden.
- Recommended and implemented adding current and new content using 'SEO filter pages''

Website audit (information architecture)

- Conducted a comprehensive website content audit and found much content was hidden from users.
- Recommended increasing use of drop-down menu to expose quality content to users.
- Influenced adding other content to email newsletters to increase awareness of content to drive traffic increases, which also increased traffic to site.
- Developed sitemap page (including layout and CSS) to highlight and display current content and category taxonomy.
- Developed comprehensive FAQ page (renamed from 'how to use this site', SEO linkages).
- Recommended adding current and new content using newly developed topic specific 'SEO Filter Pages'.

Documentation and Reports

- Developed several simplified, CMS agnostic Cheat Sheets based on web standards, best practice and actual work examples for content authors and journalists.

Website Optimisation (including SEO)

- Using Google Webmaster Tools I discovered the custom Lotus Notes CMS added an extra 'robots="noindex"' meta tag that prevented content from being indexed and found
 - The extra 'noindex' tag was not displayed in the Lotus Notes IDE
- Implemented an alternative technique for increased content discovery to drive traffic to the site
 - RSS Feeds and updated XML sitemaps consistently increased engine crawl rates

- Aligned and optimised online ad creatives with website site content to help reduce bounce rates
- Developed techniques for adding unique meta data across the site working with other onsite developers.
- Developed and implemented unique meta data for existing and new pages
- Used best practice, my own expertise and external SEM vendor's (FirstClick) recommendations to develop strategy for improved semantic layout and structure of website to increase usability and improve traffic.

Tools Products and Applications

- LOTUS NOTES (custom built CMS)
- LYNX Text Reader (Text based browser)
- Adobe Dreamweaver and Firefox
- Google Analytics, Webmaster Tools

Courses and Seminars:

- VECCI luncheon - The Business of Marketing & Sponsorship.
- Internet Show Melbourne, Melbourne Exhibition Buildings.

Express Teleconferencing is Australia's largest privately owned telecommunications provider. They specialise in conference call management and delivery to businesses worldwide. At the time they were in a growth transition phase from a small start up to a larger organisation.

Job Role: Technology Officer**Responsibilities**

- IT Systems Administration Office equipment, servers, data centre equipment and telecommunication bridge.
- Technical support for in-office staff and remote tele-workers.
- Liaised with local, national and international vendors and service providers.
- Supported and managed local, national and international clients.

Achievements

- Recommended and managed the upgrade of internal phone system to larger, more reliable and supported system that also reduced cost of ownership.
- Upgraded the software version to the CallFinity Telecommunications Bridge.
- Managed and restored the IT infrastructure when an email virus impacted all office and call centre staff and services.

Project and Product Management

- Configured and administered the mail server for separate domains for the different business brands (MailEnable: Outlook required extra licensing costs compared to MailEnable).
- Managed the upgrade of internal communications from DeTeWe VOIP phone system to Nortel BCM 400 VOIP phone system for improved reliability. In-house expertise improved serviceability and reduced costs.
- Coordinated the Compunetix telecommunications bridge software upgrade (Linux based, manual install)
- Managed and administered websites (technical support, development, troubleshooting, domain name transfers).
- Managed and maintained the computer server room.
- Developed and implemented data back-up strategy with external provider.
- Managed and coordinated the transfer of IT and communications systems and connections during a move of premises.

Vendor Management

- Liaised with product and service providers; AAPT data centre; IT support; website developers.
- Coordinate local, national and international vendors regarding customer support and proposed modifications for increasing system reliability including:
 - CallFinity conference recorder
 - Compunetix Summit conference bridge
 - Target billing platform
 - DeTeWe VOIP phone system
 - Commander (Nortel BCM 400 VOIP phone system)
 - LOTUS Sametime Unyte web conferencing
 - AAPT (ITFS provisioning and fault tracing)

Documentation and Reports

- Developed technical documentation and user guides for wide audience and various departments.
- Taxonomy development for ease of search and recovery.

Tools Products and Applications

- MailEnable: Windows Mail Server Software.
- Windows Server 2003, Linux (Administration and Support).

Education

• Graduate Certificate in Applied Data Science (Charles Sturt University, Wagga Wagga)	2022
• Agile Data and Information Management (Charles Sturt University, short course)	2021
• Marketing Analytics and Insights (RMIT University, Melbourne, Victoria)	2018
• Master of Arts (Virtual Communications) RMIT University, Melbourne, Victoria	2006
○ Research Paper: Can emotional cues be employed in Internet Communications Technologies to establish, sustain or increase membership participation in a Community of Interest?	
○ I proposed a new <i>Emotional Consumer Model</i> based on <i>Recognition and Anticipation, Perception, Motivation and Memory</i> replacing the traditional Rational or Logic consumer model	
• Diploma of Engineering Barton Institute of TAFE, Melbourne, Victoria	1998
• Associate Diploma of Engineering (Computer Systems) Barton Institute of TAFE, Melbourne	1998
• Associate Diploma of Engineering (Electronics) Barton Institute of TAFE, Melbourne	1990
• Certificate of Technology (Electronics) Moorabbin College of TAFE, Melbourne, Victoria	1991
• Basic Electronics certificate Moorabbin College of TAFE, Melbourne, Victoria	1985

Other Interests

Remediation and Rewilding Project: The aim is to remediate a property in Langwarrin; to restore the flora as close to it was 70-100 years ago by removing pest trees, replanting local and indigenous species, and to retain the unique bird and animal life.	2021-current
Photography: Frankston Photographic Club (member)	2013-current
Committee Member: Social Secretary	2014-2019
VAPS 10 Years Service Award	2024
Volleyball: hardcourt (indoor), beach: (indoor and outdoor)	1995-2017
• World Masters Games (Melbourne) Beach Volleyball (Bronze)	2002
SCUBA Diving. Recreational 40m	1987-2012
• Qualified NASDS Master Diver	~1990
• Qualified PADI Divemaster - not current.	2006
• Cave Diving Association of Australia (CDAA - 464) - not current	2002
• Australia:	
○ Victoria: Port Phillip Bay, Warrnambool, Port Fairy.	
○ WA: Rowley Shoals (Continental Shelf, off Broome), Exmouth (Navy Pier) and Ningaloo Reef.	
○ QLD: Whitsunday Islands.	
○ NSW: Sydney, Merimbula, Bermagui (The Gulch)	
○ SA: Mt Gambier (cave dive training), Fleurieu Peninsula (HMAS Hobart).	
○ Tasmania: Bicheno.	
• International:	
○ South America: Antarctica, Ushuaia, Rapa Nui (Easter Island), The Galapagos Islands	2003-2004
○ Pacific Islands: Truk Lagoon near Guam, diving on WWII Japanese Warships.	2012
Oxfam Trail Walkers 100km charity walk (Melbourne) (Team 001 - Foot Sloggers)	2010
Member of Mornington Peninsula Wedding Group (Web Manager)	2009-2013
Member of Frankston Tourism Network	2006
Mechanical Clocks (Brass and Skeleton)	
Classic Cars: Owner of a 1987 Mercedes 230 TE (wagon)	
Achieved Queen Scout Award	

Referees

Available on request