

Understated Excellence

2006 - Current

Founded in 2006, Understated Excellence was formed as a vehicle to give back to the community, to provide strategic communications, independent thought leadership, development expertise, and mentorship for smaller businesses.

Applied technical expertise to verify advice and guidance received from external parties is in the best interest of the business, and appropriate for short and long-term requirements.

Using a holistic approach to organic optimisation, onsite information design, site and server performance to reduce pay per click costs of directing traffic to the site; usually used by other developers and 'Digital Marketers'.

Developed strategies for ongoing self-management bearing in mind business tools, capabilities and motivation.

Collaborated in providing online and business strategies for a firm basis for growth and expansion.

Understated Excellence achieves this by using experience:

- *Across multiple domains of telecommunications and technology research developing insightful analytical skills*
- *Across a broad range of business structures, sizes and complexities*
- *Developing an understanding of constraints, challenges and expectations*
- *Of reliability and integrity of products, services, information, data, processes and legislation*

Understated Excellence use some basic principles.

- **Philosophy:** *It is what you do not see, that makes the difference (quiet expert craftsmanship)*
- **Motivation:** *Always leave a place better than I found it. (fix what is there making it better)*
- **Goal:** *Educate clients and self-reliance with expert support when required (do myself out of a job)*

Summary

- Demonstrated expertise in online communications, strategy development, project and application management, technical optimisation, documentation and mentorship.

Contact Details

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Professional Profile

Demonstrated ability to integrate seamlessly into diverse business environments and find the Strengths, Weaknesses, Opportunities and Threats (SWOT) and Political, Economic, Social, and Threats (PEST) to develop strategic content so the business is seen as a centre of excellence, knowledge and expertise.

By understanding the capabilities, needs, wants, goals and motivations of the business and owners, implement appropriate and pragmatic strategies, technologies and processes.

LinkedIn Profile: <https://www.linkedin.com/in/brendanedwards007/>

Further details: <https://understatedexcellence.com.au/experience.php>

Job Role: Founder/Director. Strategy. Analyst (Business, Data, Digital, Technology, Process)***Responsibilities***

- Developed and implemented digital communication strategies to meet needs, goals and constraints.
- Developed optimisation strategies for web presence, markets and industries to meet needs, goals and constraints.
- Evaluated and implemented technologies, vendors, services, techniques and processes appropriate for optimisation strategies.
- Evaluated and implemented technologies, vendors, services, techniques and processes appropriate for capabilities and motivation.
- Developed documentation to support communications strategies and ongoing needs and maintenance.

Achievements

- Successfully developed organic onsite SEO strategies across multiple industries that ranked sites highly in search engine SERP's.
- Successfully used onsite organic optimisation techniques to rank organically in search engine SERP's to reduce the use of paid marketing through the engines in competitive markets
- Uncovered and developed strategically valuable content across multiple industries that was retained through numerous site redevelopments and developers making the owners be seen as a centre of expertise.
- Developed leading strategically valuable content in multiple competitive industries that was emulated by other business competitors.
- Analysed, documented and improved application and business processes.
- Trained and mentored business owners on tools, techniques, application, processes and maintenance
- Project managed site migrations to new hosts while maintaining search engine SERPS's.
- Project managed site redevelopments across multiple different industries including content, branding, architecture, compliance, optimisations for improved performance in engines and to client's satisfaction
- Developed and improved small business, start-ups and community groups' capabilities to self-manage projects, applications and sites; and their ability to evaluate and select an appropriate outsourcing agent(s)
- Improved compliance of sites for usability, accessibility and other legislated requirements
- Debugged technical issues related to reliability and functionality of extensions and functionality across multiple CMS platforms.
- Improved mailbox management and reduced SPAM by debugging a form linked to an infected site by using Google Webmaster tools to identify the infected site and replacing the linked form with a new form and URL.
- Successfully worked with multiple diverse industries and markets
- Technical analysis, debugging and remediation of complex issues related to SPAM, functionality and reliability.

Tools and Applications*Analysis*

Screaming Frog, SEO Power Suite, Lynx Text Reader, Tableau, QlikView...

Analytics

Google and BING Analytics and Webmaster Tools; Search Console, Event Tracking (Downloads, External sites), Aswat's, Binary Canary, Web CEO, Data and Statistics: (Weka, R, Excel)

Automation

Excel (VBA); iMacro; UI Path

Communication

Outlook, TRIM (Email and Document Management and Retrieval), MailEnable; Gmail; MailChimp; Wufoo Forms, Zoom, Teams

*Configuration*Servers: WHM, cPanel, Domain and DNS Management; Microsoft Exchange (user administration and Exclaim Email Signatures), Gmail (forwarding), Hosting and Domain Management: DNS and MX record configurations, site migrations
Google Tools: Google Gmail for specific forwarding requirements.*Development*

CMS Platforms: Joomla!, WordPress (with WooCommerce), Catalyst, Drupal, Moodle (eLearning) SharePoint.

Development Tools

Dreamweaver, custom HTML/PHP/CSS templates, Zurb Foundation responsive layouts, PHP MyAdmin, RegEx.

Website design (Adobe Dreamweaver, Fireworks, HTML, PHP, CSS, Artisteer, Joomla!

WordPress, Microsoft WebMatrix development server,

Bitnami development server stacks), Virtual Box.

Programming

Visual Studio, PyCharm Community,

Documentation

Microsoft office suite of tools (Word, Excel, PowerPoint, Visio); draw.io,

Free Mind (mind maps)

Media

Graphics: (Photoshop, Fireworks, Flash, Illustrator), GIMP; Pixlr, Davinci Resolve,

Topaz Photo AI, Audio: (Steinberg Spectral Layers, Audacity)

Management

Project Management: Atlassian: (Jira, Tempo and Confluence),

Open Project (open source), Ticket Management: Gemini (Open source)

<p>Skills</p> <p><i>Application and Data Design and Management</i></p>	<p>IT Infrastructure management including server, domain, and email configuration.</p> <ul style="list-style-type: none"> • Development, testing and maintenance • Process optimisation • Data and information reliability improvements by cleaning and standardising for future use • Building and managing websites using various CMS platforms and custom HTML/PHP/CSS templates. • Developing project plans, managing migrations, and overseeing website updates • Evaluating and configuring ecommerce platforms, managing digital strategies for online stores. • Addressing issues with website functionality, cross-browser compatibility, and compromised hosts. • Moving sites to new hosts, redeveloping dynamic sites as static, ensuring minimal downtime. • Ensuring websites render correctly across major browsers (Chrome, Explorer, Firefox, Opera). • Configuring ecommerce platforms for optimal product management and customer experience.
<p><i>Branding and Digital Strategy</i></p>	<p>Defining brand concepts and attributes, then implementing holistic and recognisable design elements across filenames, text, image, video (multi-media), downloadable brochures and information pamphlets, websites</p> <ul style="list-style-type: none"> • Managing domain name recommendations, purchases, and hosting configurations. • Implementing strategies to improve search engine rankings and reduce reliance on paid advertising. • Developing content that targets specific audiences and meets business objectives. • Advising on digital marketing strategies, online presence, and branding.
<p><i>Documentation</i></p>	<p>Detailed research evaluations of products, competitors and markets</p> <ul style="list-style-type: none"> • Simplifying complex ideas and concepts for quick and accurate decision making • Developing comprehensive, detailed yet easy to understand documentation for processes, user guides, training materials and user process instruction manuals.
<p><i>Information Architecture, Design and Management</i></p>	<p>Websites, downloads, text, image, video (multi-media)</p> <ul style="list-style-type: none"> • Designed and implemented new information architecture to ensure user-friendly navigation and consistent design to easily find important and relevant information. • Using Adobe Flash and other online tools like Pixlr for designing graphics and image galleries • Developing content concepts for website and print content and material
<p><i>Mentorship</i></p>	<p>Provide strategic advice related to products, technologies, techniques and markets and how they can be applied to an industry or domain</p> <ul style="list-style-type: none"> • Provide independent evaluation of advice given by external parties, to ensure suitability for the user's needs, wants and business (or other) goals. • Providing training on CMS usage, graphic design guidance, and consultation for site migrations and online strategies. • Guiding clients in CMS usage, graphic design, and maintaining their websites.
<p><i>Web Presence Optimisation</i></p>	<p>Organic (non-paid) onsite search engine optimisation and social media recommendations</p> <ul style="list-style-type: none"> • Design and apply strategies for the best utilisation of digital assets. • Implementing onsite organic SEO strategies to improve search engine rankings. • Ensuring websites render correctly across major browsers including (Chrome, Explorer, Firefox, Opera). • Design and implementing of organic (non-paid) strategies to improve search engine rankings to reduce reliance on paid advertising.
<p><i>Continuous Learning, Professional Development</i></p>	<p>Under guidance and independently engaged in formal and informal training to seek current best practice, new, novel and relevant, knowledge, techniques and skills to improve business applications and processes.</p>

Courses and Seminars

- Big Data (Charles Sturt University)
- Course: Business Analytics Tools for Finance Professionals - Virtual Classroom Series (CPA Australia)
- Course: Agile Data and Information Management (IT Masters, CSU)
- Course: Marketing Analytics and Insights (RMIT University)
- Course: 5 Steps to marketing success for small business (The Schaefer Group)
- Course: Small Business Victoria: Pricing for Profit (Small Business Victoria)
- Course: Understanding Your Business Numbers (Pitcher Partners)
- Course: Digital Strategy and Online Marketing (Pitcher Partners)
- Course: Tender Writing (VECCI)
- Course: Small Business Marketing: business seminar series (Pamela Wakefiled)
- Course: Strategic Business Planning: business seminar series (Hugh O'Donnell)
- Course: Holmesglen institute of TAFE - Travel Writing
- Course: Holmesglen institute of TAFE - Travel Photography

Seminars

- The Clever Bunch Marketing Program (Basic Bananas)
- Let's put your business on the map (Google and Senator Bruce Billson: Small Business Minister)

Memberships and Associations

- Membership: Australian Web Industry Association. Member Number: 967
- Frankston Photographic Club (Committee Member: Social Secretary: 2014 - 2019)
- Membership: Frankston Tourism Network (via Diveline SCUBA. Not renewed)
- Committee Member: Mornington Peninsula Wedding Group (via Rent A Bathroom. Not renewed)
- Melbourne SEO Meetup

Insurance (Professional Indemnity, Public and Products Liability)

- IT Consulting and Information Systems Integration. Policy Number: P-IT09533715G-4. Lloyds via Dual
- (not renewed)

PADI Divemaster

- Assist in teaching new students to Learn to SCUBA dive.
- Coordinate logistics and training of SCUBA courses in class, pool and open water sessions.
- Development and updating training materials for Snorkelling courses.
- Developed one of the first purely digital dive site maps.

Examples / Development + Optimisation + Strategy + Management + Evaluation (alphabetical order)

Website producer; consultant; administrator and manager; developer; information architect

- www.1300ensuites.com.au | *See detailed Case Study below.*
- www.4dcinemas.com.au | *domain closed* | Cinema, Melbourne | A visit to the cinema and discussions with the owners afterwards lead to discussions about setting up a promotional website. Budget was minimal and the owners wanted to develop the website themselves to save money. I provided project plan guidance for website design and implementation using a minimal budget; provided training on the selected CMS; provided training and graphics design guidance using online Pixlr application when no local graphics application was available. Graphic designs were then used for print magazine (Melbourne child May 2013).
<https://www.onlymelbourne.com.au/4d-dynamic-cinema>
- www.bogartslimousines.com.au | *domain closed.*
- Limousine Hire Business on the Mornington Peninsula | Website optimisation and strategy development. I updated a Dreamweaver html template to a simplified custom HTML/PHP/CSS template that rendered correctly across the major browsers (Google Chrome, Microsoft Explorer, Firefox, Opera). The website template was designed for easier maintenance and improved onsite organic SEO. An image gallery developed in Adobe Flash was redeveloped to be iPhone and iPad compatible using WOW Slider. I developed new content concepts for target audiences.
- <http://www.ensuites.com.au/> | *domain closed* | Brian's Ensuites, part of Rent A Bathroom
- www.chadwickgeotechnics.com.au | Environmental Management, Geotechnical | Provided keyword research and recommendations for Yellow Pages Online advertising entries.
- www.clearinsights.com.au | *domain closed* | Psychology Counselling | Website development and branding (template modification: HTML/CSS); webmaster (managed the site to comply with the legal requirement to be live for 5 years after the business has closed operations). Configured Google Gmail account for specific forwarding requirements.
- www.cpsales.com.au | *domain parked* | Strategic advice in relation to technology testing and selection, reviewing and editing promotional materials for consistency of message, intent and voice, online marketing and branding during the development stage.
- www.commander.com | *See detailed Case Study below.*
- www.diveline.com.au | *See detailed Case Study below.*
- www.fixtit.com.au / www.fixtitpropertieservices.com.au | Local Handyman, brochure website development, Mornington Peninsula | Developed a single page website with Flash based slideshows (later removed); design concept imagery and custom PHP/CSS template design, onsite SEO. Webmaster (administration and management)
- www.frankstonphotoclub.com.au/ | *See detailed Case Study below.*
- www.johnlim.com.au | Commercial and Wedding Photographer | Photographic site migration, member of Mornington Peninsula Weddings. Provided consultation advice on the migration of the current site to a new platform including CMS and hosting evaluations and recommendations, site migration project plan, SEO and online presence considerations.
- www.landscapesaustralia.com.au | *domain closed* | Photography | Photographic site development, member of Frankston Photographic Club. Provided digital strategies (domain name – recommendation and purchase), site development, organic onsite optimisation, training and maintenance. Using WordPress CMS for simplified maintenance and updating by user. Sourced and configured templates and extensions to suit user requirements. Developed Child theme to customise aspects to meet requirements.
- www.peninsulaweddings.com.au | Wedding Suppliers on the Mornington Peninsula | Webmaster, Committee Member (via Rent A Bathroom). Managed HTML, Drupal CMS, and WordPress CMS website iterations. Project managed the migration and testing of each version upgrade. Developed and implemented onsite SEO recommendations, content design and editing. The site was regularly seen on the first page of Google for several keywords and phrases related to the local wedding industry.
- www.rentabathroom.com.au | *See detailed Case Study below.*
- www.rentaloo.com.au | *See detailed Case Study below.*
- www.scentwithintent.com.au | *domain closed* | Homemade Soy Candles | High quality scented soy candles and jewellery eCommerce site. I provided ecommerce and digital strategy advice, project management, site development and maintenance, user training, onsite organic SEO. I evaluated several eCommerce platforms (Joomla! WordPress with WooCommerce, Magento eCommerce with BeeLine Facebook Shop, Shopify). WordPress WooCommerce was selected and configured to simplify product management and customer purchasing opportunities.

- simonscakes.com | Sweet and savoury bakery | I was recommended by colleagues to assist updating the site due to previous developer passing away. The site was developed using basic HTML, was not mobile friendly and required an external developer to update basic content. I reviewed and updated content, optimised onsite SEO and suggested a new separate category product line (*special dietary requirements*) and added an image of a safety certificate to help build trust. New site refurbishments by other developers have continued to use my design elements.
- www.spirituallovematch.com.au | *domain closed* | *See detailed Case Study below.*

Summary

- *Demonstrated expertise in website management, project management, technical optimisation, eCommerce development, digital strategy, and documentation.*

Case Studies

A series of case studies has been developed to give a more detailed description and context of some of the major projects undertaken. After each case study is a summary of the tools and techniques used in the project.

Case Study | 1300ENSUITES | Luxury Mobile Bathrooms Australia Wide

The manufacturers of a newly developed luxury mobile bathroom sold units to multiple businesses and provided most of the imagery and content for those businesses' websites. Each business had a different name. A quick review of search engine results showed an uncoordinated market offering and confused branding. Similar products, similar imagery, similar content, different names, and potentially different service offerings... The manufacturer was proposing franchise option. I was engaged for a preliminary review and comment by Rent A Bathroom. From brief research about the franchise industry, franchise agreements, compliance requirements and the industry under government review at the time, it became apparent that the agreements offered were poorly written out of date and not satisfactory to Rent A Bathroom. The same agreements were offered to other businesses that purchased the Luxury Mobile Bathrooms; however, they also found the agreements unsatisfactory.

Further discussions between Rent A Bathroom and many of the other businesses resulted in an alternative membership group to be formed. A website promoting their products, services and locations was commissioned and I was recommended by Rent A Bathroom to develop the site.

Joomla! was selected as the preferred website platform due to my experience and the suitability of the platform was designed primarily for websites, instead of blogs etc. Mobile first principles and methodologies were used for the development of the site.

Each member of the group had a different background and interest in purchasing a luxury mobile bathroom. Each member had a variety of different product and service offerings.

I developed the information architecture and design for consistent look and feel for all members, to provide concise and easy readability for consumers; and designed several pathways to products, services and locations.

A windows 10 laptop was used as a development machine. IIS was enabled as a local server. However, after searching for a 'simple and reliable' method of hosting a Joomla! site on Windows IIS, progress was slow and frustrating. Looking through multiple forums and pages found many responses of:

- 'Me too!', or;
- 'I have no idea about windows, but on Linux you just do this...'; or
- 'Why would you use windows anyways...'

After significant time and effort, I found Bitnami local host LAMP webserver. Bitnami now use Virtual Box to achieve the same goal. By using Bitnami webserver on Windows I was able to manage the server, develop, configure and test the website before migrating the website to the live production server.

As the group matured and sought various markets, I collaborated with the members to design an insurance brochure, that is still used on the current website, unedited.

- https://www.1300ensuites.com.au/wp-content/uploads/2020/02/1300ENSUITES_Insurance_Brochure_How_we_can_help_you_1300ENSUITES_20142.pdf
- https://understatedexcellence.com.au/documents/brochure-2014-1300ensuites--insurance_brochure--how-we-can-help-you--1300ENSUITES--2014-2.pdf

Over time I was able to provide strategic advice on several aspects of the business, particularly when competing with the original manufacturer, new and different markets, digital and branding strategies.

When a new developer was engaged, quite a bit of the content I designed was carried over unchanged.

The current website has been updated and modified over time. However, the Google Map I configured for the website still displays the WA member that has since left the group.

- [1300 ENSUITES – Google My Maps](#)
- <https://www.google.com/maps/d/embed?mid=1yZDtyYu2e6veQDhxyiqMcN7pqBP8x6-&ll=-32.40408900099528%2C134.63022859999998&z=5>

Tools and Applications

Configuration

Development

Google My Maps: Configured for displaying member locations.
 Joomla!: Content management system used for website development.
 Windows IIS: Initial local server setup for website development.
 Bitnami LAMP Webservers: Used for managing servers, developing, configuring, and testing websites on a Windows machine.
 Adobe Tools: Used for designing marketing materials and brochures.

Media

Skills

Application and Data

Design and Management

Environment Setup: Using tools like Windows IIS and Bitnami LAMP web servers for local development and testing
 Using local servers to develop and test websites before live production deployment.

Branding and Digital Strategy

Providing strategic advice on business development, market competition, digital strategies, and branding.
 Ensuring that designed content is carried over during developer transitions to maintain consistency.
 Working with group members to create marketing materials that align with business goals.

Information Architecture, Design and Management

Prioritising mobile accessibility and usability in website design.
 Designing content and marketing materials such as brochures and pathways to products/services.
 Developing a consistent look and feel for all group members' websites, ensuring concise and easy readability.

Mentorship

Conducted reviews of search engine results to identify uncoordinated market offerings and confused branding from franchise operator.
 Investigating franchise agreements, compliance requirements, and industry standards.
 Engaging in discussions with businesses to form alternative membership groups and collaborate on projects.

Web Presence Optimisation

Developing websites with a focus on mobile-first principles, information architecture, and design consistency
 Implementing holistic approaches to improve onsite information design and reduce reliance on paid traffic.

Summary

a comprehensive approach to website development, market analysis, stakeholder collaboration, and strategic advising to enhance business operations and online presence.

Case Study | Commander | Business Communications Provider.

Due to my experience in telecommunications research, I was engaged by a manager of Commander South-East to review a *New Mobile Phone Service* process. I uncovered process gaps while conducting staff interviews. I was able to recommend several process improvements; and documented the process improvements for consistency and completeness. These helped to reduce errors during commissioning new mobile phone services. (Client Interviews, Visio).

Tools and Applications

Documentation

Visio. documenting and visualising process improvements

Skills

Application and Data

Design and Management

Leveraging expertise in telecommunications to analyse and improve processes.
Implementing changes to reduce errors in service commissioning.
Identifying gaps and inefficiencies in existing processes.
Identifying weaknesses and inefficiencies in existing processes.

Documentation

Developing detailed documentation to standardise and improve processes.
Providing actionable recommendations and documenting process improvements to ensure consistency and completeness.

Information Architecture, Design and Management

Conducting staff interviews to gather information and insights.
Conducting interviews to uncover process gaps and gather necessary information.

Case Study | Diveline | SCUBA Diving Retail, Maintenance and Training Facility

A relatively simple HTML website site developed by the business owner using Adobe Dreamweaver. Over time, the site had been added to much like grand pa's garage with pages that displayed inconsistently; had broken page and navigation links; inconsistent template use; content that needed updating and more aligned with what the customers wanted to purchase; and what the business owner wanted to sell to make the most profit. There was little to no use of meta tags (title, description, keywords, etc), image alt texts or file naming conventions.

Considering the tools and skills of the business owner, I redeveloped the whole website using a custom HTML template that required minimal editing to update content, simplifying ongoing maintenance for the business owner. At that time several, browser compatibility was disjointed and not standardised. HTML tags had compatibility issues between Microsoft explorer and Firefox in particular. These needed to be considered during development of navigation images and for device and browser independence. Meta tags using keywords, page descriptions, consistent page titles and alt tags were implemented. The site was tested as working consistently across several of the major browsers (Microsoft Explorer, Firefox, Goggle, Opera, Safari). The site was also readable across desktop PC's and mobile phones, including Apple iPhones.

A content strategy was developed to make the site and business the centre of expertise and a resource within the local Victorian dive industry and for SCUBA Divers. I conducted surveys of shop staff to find out what customers were asking for most and developed content promoting that. I discussed with the business owner what the most valuable products and services, from a business perspective, should be promoted more. I gave those products and services more prominence on the website. I developed downloadable brochures for SCUBA Dive courses aligned with the branding of the website for easy recognition. I also developed promotional material for the Frankston Tourism Network.

<https://understatedexcellence.com.au/documents/brochure-2009-diveline-frankston-tourism-information-centre-understated-excellence.pdf>

At this stage, the updated website garnered praise amongst users. However, the business owner suggested all that was done was words...

The value of understanding technology, users, owners and maintenance was soon to be shown.

The business owner bartered a new site design from another developer that was heavily Adobe Flash animation dependent (including page template backgrounds – noncritical, and navigation – critical). The website update was visually appealing. However, Apple had blocked Flash content citing potential security risks. Safari browsers and Apple devices would not render Flash content and therefore would not render the updated website correctly. Much of the site was broken on iPhones and iPads – almost 50% of the increasing mobile device market, even at that time. Plus, any modification to the Flash content would also need to be done by the developer – at cost, instead of inhouse – by the business owner, at relatively low cost.

All the content I designed and developed was copied over to the new site without editing. This indicated the limitations of other developers. When the shop was sold a new site updated, the site content I designed was directly copied over. The site has been updated again since then and the information I designed has been significantly reduced.

However, this took many, many years, site iterations, developers and business direction...

I extended the Snorkelling training slide pack used to teach local school groups. See link below:

<https://understatedexcellence.com.au/documents/presentation-2006--diveline--open-water-snorkel-diver-understated-excellence.pdf>

As part of the PADI Dive Master qualification, a map of a SCUBA dive site with entry, exit, safety protocols and some basic history. Many were hand drawn. I made a fully digital site map based on the Lands Victoria maps and images I had taken. The map was designed to be downloaded from the Dive Line website, and some other sites have also used the map.

<https://understatedexcellence.com.au/documents/brochure-2006-blairgowrie-marina-portphilip-bay-victoria-australia-scuba-diving-site-map-brendan-edwards>

Tools and Applications

<i>Analysis</i>	Screaming Frog; Tableau; QlikView; Lynx Text Reader
<i>Analytics</i>	Google and BING Analytics and Webmaster Tools; Event Tracking (Downloads, External sites); Aswat's; Binary Canary
<i>Automation</i>	Excel (VBA); iMacro; UI Path
<i>Communication</i>	Outlook, TRIM (Email and Document Management and Retrieval), MailEnable; Gmail; MailChimp; Wufoo Forms
<i>Configuration</i>	WHM, cPanel, Domain and DNS Management; Microsoft Exchange (user administration and Exclaim Email Signatures)
<i>Development</i>	Adobe Dreamweaver; Bitnami; Virtual Box; WordPress; Joomla! Moodle eLearning; SharePoint; CSS, HTML, PHP and PHP MyAdmin; RegEx
<i>Documentation</i>	Microsoft office suite of tools (Word, Excel, PowerPoint, Visio); draw.io
<i>Media</i>	Photoshop and Fireworks (Adobe), GIMP; Pixlr
<i>Management</i>	Jira, Tempo and Confluence (Atlassian project management); Gemini (Open-source ticket management application); Open Project (open-source project management application)

Techniques

Application and Data

Design and Management

Addressed HTML compatibility issues across major browsers, ensuring consistent rendering. Improved usability and reliability of website navigation and maintenance
Simplified site and content management for webmaster
Ensured consistent site functionality across latest version of multiple browsers.

- (Microsoft Explorer, Firefox, Google, Opera, Safari)

Branding and Digital Strategy

Conducted surveys with staff to understand customer preferences and incorporated findings into the site content.
Designed downloadable brochures and promotional material aligned with the website's branding
Developed downloadable Dive Site digital mapping strategy and template.
Recommended and Implemented wiki for improved business feedback and resources targeting.
Developed and Implemented Search Engine Optimisation strategy for improved search listings.
Developed of branded templates and style guides for on-line brochures. (MS Word to PDF)
Development of On-line newsletter template and style guide recommendations
Reviewing and recommend marketing strategies using on-line and other channels.
Promote and network ideas, concepts and businesses at meetings and exhibitions.
Coordinate and Assist Strategic Marketing and Business plans.

Information Architecture, Design and Management

Updated and reformatted content to align with customer needs and business goals, focusing on profitability and customer demand.
Redevelop the website with minimal content editing required.
Edited and developed content for increased accuracy, business relevance and user focus.

Web Presence Optimisation

Redeveloped a website using a custom HTML template, ensuring it was easy to update and maintain.
Added meta tags, consistent page titles, keywords, and alt tags to improve site visibility.
Developed and Implemented Search Engine Optimisation strategy for improved search listings.
Ensured consistent site functionality across latest version of multiple browsers

- (Microsoft Explorer, Firefox, Google, Opera, Safari)

Assess, redesign, rebuild and integrate website site structure and information for:

- W3C standards compliance (XHTML, CSS, JavaScript, PHP)

Summary

pivotal in delivering a user-friendly, optimised website that catered to both business goals and customer needs.

Case Study | FPC- Frankston Photographic Club | Social Secretary

The Frankston Photographic Club has a long and rich history of teaching members how to use their equipment as well being a social outlet for like-minded people. I started as a member of the club to learn photographic techniques and software. The software of interest was the industry standard Adobe Photoshop, as I was currently using Adobe Fireworks. I was able to gain an understanding of Photoshop for image manipulation and print, while also developing creative photographic techniques to express ideas and concepts.

As a photographer, I received at least one 15 out of 15 for a superimposed image at Lake Mungo when I had to view the scene, turn on the camera, adjust the settings, take the image and quickly turn the camera off to conserve battery power as I left my battery charger at home... I also received a highly commended certificate for a triptych called: *Shape of Scent*. The concept being from terms like: *See The Sound* or *Feel The Colour*. Taking cues from the various shapes of perfume bottles.

As a member I was nominated, and accepted, the role of Social Secretary (Cruise Director or CEO: Chief Entertainment Officer). The role of Social Secretary was to organise events for members to network with other members, and to learn camera techniques and take images for competitions. The events were organised at least two months prior to a club competition judging night. The lead time was to give members and participants one month for editing and preparation of images and to submit images; and one month for the judge to review, score and prepare comments for their presentation to the club.

In the beginning, proposing and having accepted events was a particular challenge as there were no instructions, guidelines, or templates on how to organise events from the previous incumbent; or what the requirements were for the committee. Over time, and after repeated enquiries, I developed a set of comprehensive documentation to streamline event requests and member engagements. Documentation included Weekend Workshop information brochures, instructional cheat sheets, hand over documents for the next Social Secretary and a six-step guide for members to consider when attending events or taking images for competitions.

I was repeatedly asked to return when I decided to step down and had receive high praise for the event co-ordinated.

<https://understatedexcellence.com.au/frankston-photographic-club/frankston-photographic-club.php>

- www.frankstonphotoclub.com.au/: Committee Member (Social Secretary), developed process for using an onsite calendar booking system to remove the potential liabilities and reputational damage from making event notifications available on a popular social media site.
- <https://icalendar.org/>

Tools and Applications

Development

Onsite Calendar Booking System: Co-ordinated with webmaster
iCalendar: Downloadable file utilised for organising and managing events and important competition dates.

Documentation

Microsoft Word and Adobe PDF: to develop reports, cheat sheets and manuals.

Media

Adobe Fireworks: Previous software used before transitioning to Photoshop.

Adobe Photoshop: Used for image manipulation and print work.

Digital Cameras: Used for photography, with an understanding of detailed camera settings and photographic techniques.

<p>Skills</p> <p><i>Application and Data</i></p> <p><i>Design and Management</i></p> <p><i>Documentation</i></p> <p><i>Mentorship</i></p> <p><i>Continuous Learning</i> <i>(Professional Development)</i></p> <p>Summary</p> <p><i>Highlight a strong proficiency in photography, software usage, event planning, process development, and leadership within a club setting.</i></p>	<p>Applying practical techniques in the field to manage equipment limitations.</p> <p>Developing ical files to manage event notifications and reduce potential liabilities.</p> <p>Developing comprehensive documentation and processes to streamline event planning and member engagement.</p> <p>Developing instructional materials such as cheat sheets, workshop brochures.</p> <p>Developing instructional materials for members to learn new techniques and processes.</p> <p>Developing and refining documentation to improve the efficiency of event planning and member engagement.</p> <p>Organising events for club members to network, learn, and participate in competitions.</p> <p>Organising social events to foster community and collaboration among club members.</p> <p>Serving as Social Secretary, managing club activities, and ensuring smooth operation of events.</p> <p>Engaging with club members and committee to coordinate activities and events.</p> <p>Organising events with detailed timelines to ensure members have ample time for image editing and submission.</p> <p>Developing creative photographic techniques and achieving recognition for high-quality images.</p> <p>Gaining expertise in Adobe Photoshop for image and print manipulation.</p> <p>Receiving awards and commendations for photographic work, demonstrating a high level of skill and creativity.</p> <p>Using Photoshop to enhance and manipulate images for creative expression and submission to competitions.</p>
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Case Study | Rent A Bathroom, Rent A Loo, Brians Ensuites

A successful plumbing business owner was starting a new and distinct business to reduce their reliance on traditional plumbing work while still using their plumbing knowledge and experience. The new business, Rent A Bathroom was a hire company using Luxury Mobile Bathrooms. The business was in its infancy when I was recommended and engaged for website and search engine optimisation (SEO)

The project began with basic site editing and updates, progressing to managing the website on behalf of the original developer and Rent A Bathroom.

After conducting a site and content audit

- I developed a new html/php template to improve consistency and aid maintenance and updates.
- I designed and implemented onsite SEO strategies (tags, text, images)
 - enhance organic search results (SERPs)
 - reduce the reliance and costs of Pay Per Click marketing (PPC, Google Ads etc)
- I designed and developed content concepts strategies based on
 - potential markets and customers for the Luxury Mobile Bathrooms
 - requirements and constraints of the business owner

As the business matured, I was engaged to develop other marketing materials (online and print: website, business card, brochures, posters) using Adobe tools. I also performed onsite organic optimisation and content concept development for acquired assets including *Rent A Loo* and *Brian's Ensuites*. I administered and managed Google Analytics user management for SEM partners.

I also recommended that the business become a founding member of the *Mornington Peninsula Wedding Group*.

A website refresh was requested, and WordPress was the preferred platform. At that time, I had a better understanding of html/php and Joomla! Platforms. So another developer was engaged to migrate the sites.

The content I developed was migrated to the new website almost completely unchanged. Indicating that a holistic full brand development could not be undertaken by another developer. Most of the organic onsite optimisations were removed, with a preference for PPC strategies, which would have been more expensive to the business owner while searches that the site was optimised for would have been lost.

During discussions and evaluations of a proposed franchise agreement with the manufacturer of the Luxury Mobile Bathrooms, I gave strategic advice. This, in part, led to the formation of 1300ENSUITES.

I was then recommended to the 1300ENSUITES group and managed the websites, mentored members of the group, and developed strategies.

Tools and Applications

Configuration

Google Analytics: Used for managing user access and tracking website performance.
Pay Per Click (PPC) Advertising: Managed and reduced costs associated with PPC marketing strategies.

Development

HTML/PHP: Used for developing website templates to improve consistency and maintainability.

Joomla!: Content management system used for website development.

WordPress: Preferred platform for website refresh and migration.

Media

Adobe Tools: Used for Developing marketing materials such as business cards, brochures, and posters.

Skills

Application and Data

Design and Management

Administering and managing user access for search engine marketing (SEM) partners. Overseeing the migration of content and functionalities to new platforms while maintaining SEO Optimisations.

Developing, editing, updating, and managing websites

Branding and Digital Strategy

Designing and developing content concepts and strategies based on market analysis and business requirements.

Developing online and print marketing materials using Adobe tools

Conducting audits to identify areas for improvement in site structure and content.

Developing content strategies based on potential markets and customer needs.

Ensuring consistent branding and content across all marketing materials and platforms.

Mentorship

Providing strategic advice for business growth and development.

Guiding and mentoring group members to develop strategies and improve skills.

Evaluating and advising on proposed franchise agreements to support business expansion.

Web Presence Optimisation

Developing and implementing onsite SEO strategies to enhance organic search results and reduce reliance on PPC marketing.

Implementing tags, text, and images to improve organic search results.

Performing onsite Optimisations to enhance search engine rankings without relying on paid advertising.

Summary

Highlights a comprehensive approach to website development, SEO, content strategy, and business development for a new and evolving business.

Case Study | Spiritual Love Match

An alternative dating and matching website with reports generated based on a series of answers to questions to determine personality, life stage and spirituality. The reports generated were for self-improvement (*Personal Reports*), or compatibility with others who answered the questions in a similar way (*Match Reports*). Answers were weighted across various attributes. The site used a customised Joomla! extension - Love Factory (<https://thephpfactory.com/love-factory-for-joomla>). The complexity of the Spiritual Love Match website was increased significantly by multiple previous developers with inconsistent development methodologies and little to no documentation.

I was engaged implement PayPal functionality for regular, ongoing payments. As the project progressed, I also documented the method the reports were generated from the database.

PayPal functionality was not natively available within the Love Factory extension at that time; even though the extension developers had received requests for this functionality via various forums and directly from users. The developers indicated there were no current plans on their development roadmap to include PayPal payment methods.

While investigating options for PayPal integration, it became apparent there was significant confusion. PayPal used similar terminology across different PayPal products which caused uncertainty within the PayPal documentation, the understanding by PayPal Integration Specialists, with other developers, and the site owner. After reviewing documentation; client requirements; potential development complications and legal liabilities; I edited the Love Factory PHP code to implement a *PayPal Subscribe Button* instead of *PayPal Recurring Payments*. This meant that credit card details, security and liabilities were outsourced to PayPal. Ongoing maintenance was greatly simplified, and a unique subscriber payment functionality was provided for this site using the Love Factory extension.

The project design and functional specifications were complex and quite fluid with minimal documentation.

The complexity of the site was partly due to multiple previous developers with differing levels of competencies, use of coding conventions and documentation. *Personal Reports* (single person grammar) and *Match Reports* (plural person grammar) being the same text stored in the database instead of native Joomla articles.

Personal Reports (single person grammar) and *Match Reports* (plural person grammar) were the same text stored in the MYSQL database. They were not stored in native Joomla articles. The two different and unique reports (*Personal* and *Match*) were generated using a unique *Find and Replace* algorithm. The algorithm replaced the singular word 'you', when it appeared in the database.

Bitnami (WAMP local host webserver) was used to run a local development version of the website. The test site was used to develop and execute test plans, verify change requests and upgrades.

Documentation for the site and project was minimal. To improve ongoing maintenance efficiencies, I reverse engineered and documented the *Find and Replace algorithm*, the process and workflows where the text was in the database. The documentation allowed for future modifications and maintenance for easier, faster and lower cost; and to be developer independent. I developed and conducted test plans to verify change requests and upgrades between each of the report types.

Tools and Applications*Configuration**Development***PayPal** Integrated PayPal Subscribe Button for payment processing.**Bitnami (WAMP)** Local development environment for testing and verification.**Joomla!** Content management system used for developing and managing the website.**Love Factory Extension** Customised Joomla! extension for the dating site.**Skills***Application and Data**Design and Management*

Modifying and enhancing existing Joomla! extensions (e.g., Love Factory).

Addressing issues with existing code and third-party integrations, such as PayPal.

Implementing PayPal functionality for regular, ongoing payments.

Implementing PayPal Subscribe Button to handle payment processing securely and efficiently.

Working with MySQL databases to manage and generate reports.

Using tools like Bitnami (WAMP) for local development and testing.

Using a local webserver to test changes and verify upgrades before deploying to the live site.

Documentation

Developing detailed documentation for complex systems to improve maintenance and future development.

Analysing and documenting existing systems to facilitate future modifications and maintenance.

Simplifying ongoing maintenance by documenting workflows and methodologies

Summary*Enhancing a complex website with custom functionalities, payment integration, and detailed documentation to ensure maintainability and scalability.*