

PROFILE

With over 10 years experience working in the telecommunications industry I have had the opportunity to work in Project Management, Account Management, Sales and Technical.

While I have excelled in the Project Management area I have kept my technical qualifications and skills up to date. Currently I hold an Open cable license registration with structured cabling endorsement and Krone Master Installer training as well as current OH&S construction blue card.

With dedication to further developing my skills and abilities working within the telecommunications and IT industry, I am undertaking private study to become a qualified Registered Communications Distribution Designer with BICSI. It is my goal to complete this accreditation by the end of 2009.

EXPERIENCE

PROJECT COORDINATOR SURECOM – SEPTEMBER 2008 – MAY 2009

In my role as a Project Coordinator with Surecom I was responsible for engaging and managing subcontractor relationships across a number of projects. Primarily for the quotation and installation of CAT6 cable networks in aged care facilities and residential college campuses. I also worked closely with the service and sales teams to assist in the delivery of customer ICT solutions and ongoing support. My on the job accomplishments include:

- Successfully quoting and winning the contract to replace all existing cabling and infrastructure with CAT6 certified networks across 4 x 50 room residential campus buildings at a University of QLD College. My responsibilities included engaging and managing the cabling subcontractor to ensure all aspects of customer the specification were met and bring the job in on time and on budget.
- Managing the subcontractors and undertaking the necessary site negotiations with builders and other trades in order to successfully deliver a CAT6 network on schedule at an aged care facility on the Gold Coast.

EXPERIENCE (CONTINUED)

PROJECT/ACCOUNT MANAGER SAMSUNG COMMUNICATIONS CENTRE BRISBANE - FEBRUARY 1998 – AUGUST 2008

During my time at Samsung Communications I excelled in the areas of Project and Account Management. My responsibilities included servicing existing customers and growing the new customer base. This involved business-to-business selling, consultation, implementation and management of cabling and equipment roll out to meet all aspects of client ICT requirements. With my technical experience and knowledge of the business I was able to move comfortably into a project and account management roles where my on the job accomplishments include:

- Over a number of years I played an important part in growing a fledgling data cabling division into one of the largest and most profitable areas in the business.
- Successfully quoting and winning the supply and installation of horizontal and back bone cabling for a major food processing and distribution facility in Banyo, Brisbane. The scope of this project included the relocation of existing primary communications infrastructure and data cabinets, to be conducted outside of normal business hours to minimize impact to operations. Upon securing this work I then managed the entire implementation to coincide with a major administrative and factory expansion being undertaken at the facility.
- Building relationships with a community organisation based in Logan, Brisbane to be their primary equipment and cable supplier. As well as taking on a consultative role working with their IT department to assist in all areas of their ICT requirements.
- Coordination and management of subcontractors engaged to terminate fibre optic cable installations.
- PABX Key systems solution selling and problem solving. Project management of all adds, moves and changes including major relocations to meet client needs.
- Liaising and working with network service providers to deliver customer services and products including ISDN, PSTN and VOIP solutions.
- Management and resolution of customer issues and faults in accordance with service level agreements.
- Management of up to 15 technical staff.
- Specification and project management of PABX system installations.

SKILLS

My strengths include working within and managing small or large teams and an ability to adapt quickly to different situations. I have worked closely with many different types of businesses to develop and implement telecommunications strategies and infrastructure suitable to their organisations and take pride in creating satisfied customers. The skills I can bring immediately to the job are:

- Manage multiple projects and tasks simultaneously.
- Excellent time and labour estimation skills.
- Ability to work autonomously.
- Willingness to share information and ideas.
- Commitment to teamwork.
- Ability to work under pressure.
- Responsiveness to change.
- Ability to communicate clearly and honestly with peers, managers and customers
- Commitment to continuous learning and ongoing skill development.
- Ability to communicate complex ideas and strategies in a manner clients can understand and apply to their needs.

EDUCATION

KRONE Master Installer

J.B. Hunter Technology – Fortitude Valley – Brisbane
Completed December 2008

Certificate IV in IT Technical Support

Axiom College – Milton – Brisbane
Completed September 2007

Open Cabling License – Cert. II in Telecommunications Cabling

J.B. Hunter Technology – Salisbury – Brisbane
Completed February 2003

Workplace Health & Safety Officer Course Core Unit of Competency

Safe Work College – South Brisbane
Completed August 2003

REFEREES

Available on request.