

Resumé - Curriculum Vitæ

Ian Green *BCom (MIS, eCom, Econ)*

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PROFILE

- Self-motivated and entrepreneurial network and desktop computer support professional.
- Comprehensive hardware, software and troubleshooting skills.
- Many years experience with small and large Microsoft and Apple Mac networks, with thousands of users and computers, and helping people of all abilities gain more from their computers.
- Committed to excellence, profit maximisation and outstanding customer service.

KEY STRENGTHS

Computer Skills Summary

- **Hardware experience** from building computers to troubleshooting them
- **Software** experience in all major software applications and operating systems and virtualisation with VMWare
- **Tuition and assistance** in Microsoft and other software
- **System** specification, configuration and rollout
- **A practical understanding** of the needs of computer users and demands on hardware performance
- **Systematic** fault-finding and solution implementation Systematic preventive maintenance & backup regimes
- **Network rollouts** using cloning tools such as Ghost and Windows Deployment Services

Desktop Computer Configuration and Applications Skills

- **Microsoft Operating Systems** DOS (all versions), Windows 3.x, Windows 95/98, Windows NT 4 Workstation / 2000 Professional / Windows XP / Windows Vista / Windows 7.
- **Microsoft Office** (all versions, Windows and Mac)
- **Open Office** (Windows, Mac, Linux)
- **Apple Mac OS** (Classic versions + OS 8.6 – 9.2 & OS X (10.1 – 10.4 Tiger, 10.5 & 10.6 Snow Leopard)
- **Linux** and various Operating Systems and software
- **Internet** research, Internet and Intranet design, hosting and domains (HTML, XML, CGI, JavaScript)
- **Thin Client technologies** (Citrix Metaframe, Windows NT Terminal Server & Windows Remote Desktop)

Computer Network Skills

- **Microsoft Windows Server** (NT, 2000, 2003, R2)
- **Apple Mac OS 9 and OS X Server**
Mac Manager, Network Assistant, Workgroup Manager
- **Various Linux/BSD/Unix** (some Solaris) and Novell
- **User administration and training**
- **Network architecture** and protocols, switches, routers, copper and fibre cabling and wireless technologies. Network attached storage technologies.
- **Remote control, management and monitoring**
VPN, Remote Desktop, VNC, Network Assistant, ARD
- **Antivirus and Security**
- **Microsoft Exchange server administration**

Programming & Systems Development Skills

- **Visual Basic, Perl CGI, Javascript and COBOL**
- **Macros** and scripting in Microsoft and Lotus applications and Apple scripting
- **General programming principles**
- **Systems Analysis and Design**
SDLC, process documentation and RDBMS design, DFD, E-ERD
Systems development architectures and design frameworks
- **Project Management** (Microsoft Project, Exchange & Outlook)
- **Information systems**
Oracle, MS SQL Server, MS Access & other databases

Business skills

- **Communications**, public speaking & presentations
- **Sales** experience, direct, retail & wholesale
- **Management**, small business corporate and bookkeeping
- **Supervision**, leadership and motivation

Personal attributes

- **A team player**
- **Flexible and innovative**
- **Focused and persistent**
- **Conscientious**

EMPLOYMENT HISTORY

Jan 2010 - Apr 2010	IT Manager Kaisercraft Pty Ltd, BREAKWATER VIC 3219 Commenced at a time when redundancies were being made, and the previous sole technical support person (IT Manager) was away, and the critical network components were failing. Stabilized the network and documented the system. Trained other staff to take over.	Full time
Sep 2009 - Apr 2010	Retail Coles, Westfield Plaza, GEELONG VIC 3220	Casual
Jun 2009 - Jul 2009	Technical Support (VPN & on-site → Corporate Customers) Jennings Computers, DRUMCONDRA VIC 3215	Full time
Apr 2007 - Apr 2009	Specialist Technician Montpellier Primary School, HIGHTON VIC 3216 Highton Primary School, HIGHTON VIC 3216 Ceres Primary School, CERES VIC 3221 Grovedale West Primary School, GROVEDALE VIC 3216 Grovedale Primary School, GROVEDALE VIC 3216 Mandama Primary School, GROVEDALE VIC 3216 <ul style="list-style-type: none"> • Computer network administration, troubleshooting, installations, configuration, user training, (same as the previous six years). • Major achievements: Same as previous contract, plus transitioned staff to Windows Vista, added many student-use notebooks, with wireless networking and rolled out Vista notebooks to all grade five students in the State Government's "NetBooks" pilot project. 	Full time
Oct 2003 - Apr 2007	Specialist Technician St Albans Heights Primary School, ST ALBANS VIC 3021 Nov 2003 Milgate Primary School, EAST DONCASTER, VIC 3109 (-2006) Apr 2004 Pascoe Vale Girls College, PASCOE VALE, VIC 3044 Coburg Primary School, COBURG, VIC 3058 Coburg Special Development School, COBURG, VIC 3058 Coburg Primary School, COBURG, VIC 3058 May 2006 Niddrie Primary School, NIDDRIE, VIC 3042 <ul style="list-style-type: none"> • Computer network administration, troubleshooting, installations, configuration, user training, (same as the previous three years). • Major achievements: Per previous contract, + setup wireless networking for all teachers. 	Full time
Nov 2000 - Jul 2003	Area Support Technician Department of Education and Training Cobden sub-cluster of schools COBDEN, TIMBOON, SIMPSON, NULLAWARRE <ul style="list-style-type: none"> • Computer network admin, troubleshooting, installations, configuration, user training. 	Full time

Major Achievements:

- Successfully managed twelve distinct networks for the duration of the tendered technical support contract, replacing a technician that the schools had terminated early, and establishing and maintaining a good working relationship with all stakeholders.
- Prevented disasters through maintenance, backup and restore procedures.
- Successfully embarked on several hardware and software rollouts and upgrades.
- Upgraded my skills, keeping pace with industry developments, including thin client technologies, wireless and cabled network topologies, Windows 2000 and XP, and Mac OS 9 and OS X.

Feb 1997 - Nov 2000

Systems Manager (Computer Technician)

Part time

Bellarine Secondary College

DRYSDALE VIC 3222

- Computer network admin, troubleshooting, installations, configuration, user training.

Major Achievements:

- Built upon my years of computer & small network experience, adding specific knowledge of the education market, the needs of teachers and rollouts of hundreds of computers and management of over 1,200 users in a multi-campus network.
- Concurrently completed a Bachelor of Commerce degree in only three and a half years.

Feb 1988 - Feb 1997

Managing Director (Computer Sales and Support)

Alpha Omega Computers Pty Ltd

CLIFTON SPRINGS VIC 3222

- Company administration, computer sales, support, configuration & assembly.

Major Achievement: Learnt about computers and business administration.

EDUCATION

Mar 1997 - Jun 2000

Bachelor of Commerce

Part time

Deakin University

MANAGEMENT INFORMATION SYSTEMS

ELECTRONIC COMMERCE

ECONOMICS

- Achieved many high distinctions and distinctions while also working, yet (making use of summer semester studies) completed the full degree course in only half a year longer than full-time students.
- Invited to apply for honours year in any of my majors.
- Course covered all core *commerce* units, plus programming, databases, networks and Internet, economics and statistics.

10 Jul 2002 ACA (Austel) Open Registration (Communications Cabling) South West TAFE (Techtrain P/L)	14 Aug 2002 CAT5E (Structured Cabling) South West TAFE (Techtrain P/L)	29 Aug 2002 (<i>updated in 2008</i>) Workplace Discrimination / Harassment – Legal Compliance Techniworks Action Learning
30 Nov 2002 Optical Fibre Cabling Techniques RMIT University (Herb Weber)		

INTERESTS

Family; Keeping fit and healthy; Computing and information and communications technologies;
Music (singing); Economics (free enterprise) & respect for other peoples' cultures and rights; Languages;
Geography and nature; Genealogy and history.

REFEREES

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