Paul Harvey

A techie who actually likes people

[LinkedIn](https://www.linkedin.com/in/harvest316/) | cv@paulharvey.com.au | [Latest Resume](https://cv.paulharvey.com.au/) | 02 9707 0912

# SUMMARY

With 28 years in database and software development, 22 years of business analysis, 16 years managing developers, 15 years in solutions architecture, and 5 years as principal consultant / pre-sales architect while running a digital marketing agency, Paul is an accomplished technical all-rounder with a broad wingspan of technologies. Having hired over 260 remote staff, he has developed a specialty in offshore developer management. An avid networker and humanitarian, he loves people almost as much as he does technology.

Microsoft, Google, ITIL and Scrum certified, he has over ten years experience in Financial Markets, including the Reserve Bank of Australia, APRA, Rothschilds, BHP Billiton, Calyon, ABN Amro, Royal Bank of Scotland, St George Bank, NSW Corrective Services and Illawarra Credit Union, and EDS, where he managed a team of 40 developers. He has also consulted for RXP Services, CBA, Westpac, Qantas, AMP and KPMG.

An independent thinker with keen observation skills, he easily reads people and situations, and finds solutions that others miss. Paul’s eye for quality and long term sustainability is balanced by the pragmatic “get it done” approach learned on the trading floor in London. His unflappable, upbeat personality draws out hidden talents, connects people, and inspires greater engagement from team and stakeholders alike. Company directors and C-suite value his business leadership experience, rugged honesty, and unique ability to explain complex technical concepts in concrete business terms.

# SOFT SKILLS

IT Industry, 30 years

Data Analysis, 23 years

Business Analysis, 22 years

Strategy Development, 19 years

Quality Control, 18 years

Database Design, 17 years

Technical Coaching, 17 years

Process Improvement, 17 years

Developer Management, 16 years

Workflow Automation, 16 years

Solutions Architecture Design, 15 years

Business Process Modelling (BPM), 15 yrs

Directorship / Governance, 14 years

Conflict / Dispute Resolution, 13 years

Stakeholder Engagement, 13 years

Offshore Management, 12 years

Public Speaking, 12 years

Change Management, 12 years

Business Networking, 10 years

Workshop Facilitation, 10 years

Management Consulting, 8 years

BDM / Sales / Pre-Sales, 8 years

Financial Markets, 8 years

Negotiation / Persuasion, 8 years

Proposal Writing, 8 years

Scrum Master / Agile Coach, 7 years

# TECHNOLOGIES

SQL Server, 19 years

Data Migration (SSIS/ETL), 17 years

Excel VBA / Access VBA, 16 years

Linux (CentOS / RHEL / Ubuntu), 14 years

SQL Performance Tuning, 13 years

CSS3 / HTML5 / XML / JSON, 12 years

PHP / WordPress, 11 years

Atlassian JIRA, 10 years

Agile Methodology, 9 years

Cyber Security, 8 years

Web Performance Tuning, 8 years

JavaScript / JQuery, 8 years

C# .NET, 8 years

Search Engine Optimization, 7 years

Azure / AWS / Google Cloud, 6 years

Digital Marketing, 6 years

DevOps, 4 years

Active Directory, 3 years

Unified Communications / VOIP, 1 year

# CAREER SUMMARY

|  |  |  |
| --- | --- | --- |
| Sep 2024 - Current | Evitara | Solutions Architect |
| Mar 2021 – Aug 2024 | Amblique | Solutions Architect |
| July 2019 – Mar 2021 | Apptimise | Chief Apptimist |
| Mar 2017 – July 2019 | OneContact | Head of IT / Principal Architect |
| Apr 2016 – Jul 2019 | Duxe Software Systems | Chief Technology Officer / Architect |
| Apr 2014 – Jul 2019 | Corporate Spend | Chief Technical Officer / Architect |
| Apr 2012 – Feb 2017 | Corporate SEO | Managing Director / Principal Architect |
| Apr 2008 – Apr 2012 | Reserve Bank of Australia | SQL/.NET Team Lead / ArchitectBest Practices Evangelist |
| Jun 2001 – Jul 2007 | Charles Marcus | Solutions Architect / Project ManagerTechnical Business Analyst |
| Oct 2000 – Feb 2001 | N M Rothschild | Senior Front Office Developer |
| Jul 1998 – Oct 2000 | St George Bank | Senior SQL/.NET Developer |
| Jul 1997 – Jun 1998 | BHP / Billiton | Senior Developer |
| Jan 1996 – Jul 1997 | OzEmail Internet | Developer / DBA |
| Feb 1995 – Dec 1995 | BORAL | Junior Software Developer |

Including projects at:


# QUALIFICATIONS

* Six Sigma Green Belt | ExpertRating | Studying
* CPR & First Aid | State Emergency Services | 2020
* ITIL Foundation | PeopleCert | 2020
* Body Psychotherapy | Robert Kirby International | 2016
* Certified Customer Value Optimisation Specialist | Digital Marketer | 2015
* Google Analytics and AdWords | 2014
* Certificate IV Small Business Management | SETS | 2014
* Microsoft Certified Professional (SQL Server 2012) (MCP) | Microsoft | 2013
* Certified Scrum Master (CSM) | Scrum Alliance | 2011
* SQL Server Analysis Services | Dimension Data | 2009
* Microsoft Certified Application Developer (MCAD) | Microsoft | 2003
* Bachelor of Information Technology (Information Systems & Communication) | QUT | 1995

# EXPERIENCE

## Solutions Architect

### Evitara | Contract | September 2024 – Present | Sydney

#### Responsibilities

* Lead the development of an AI-automated digital marketing solution.
* Establish and oversee the corporate ERP system.
* Manage technology platform selection and implementation.
* Drive strategic planning initiatives to facilitate diversification of income streams.
* Plan and implement business continuity measures

#### Achievements

* Implemented AI-driven marketing solution, resulting in 30% increase in member engagement rates.
* Reduced operational costs by 50% through successful ERP system implementation.
* ERP implementation improved data accuracy by 45% across all departments.
* Increased overall productivity by 20% through optimized technology selection.
* Strengthened cybersecurity and redundancy across all platforms.
* Established a robust business continuity plan.

Soft Skills: Leadership, Strategic thinking, Communication, Problem-solving, Team management, Decision-making, Adaptability.

Hard Skills: AI and machine learning, ERP systems, Digital marketing, Data analysis, Strategic planning, Project management, Financial modeling, Technology evaluation, Vendor management, PHP, SQL, Cloudflare.

## Solutions Architect

### Amblique | Full Time | March 2021 – September 2024 | Sydney

#### Responsibilities

* Architect eCommerce solutions using Salesforce B2C Commerce Cloud and Shopify Plus for high-street brands.
* Our team of 5 architects provided technical direction and oversight to a team of 30 Australian staff and 30 offshore developers.
* Primary technical contact for clients, interfacing with both Agile and waterfall models, translating requirements into technical documentation for developers.
* Assist project manager to ensure full utilisation of development teams.
* Pre-sales support for various client pitches.
* Web Vitals Subject Matter Expert (SME).
* Monitor and report on AI advancements and their potential impact on the business.
* Implement and manage AI-powered internal knowledge systems.

#### Achievements

* Successfully delivered eCommerce solutions for prominent brands including T2 Tea, Lorna Jane, Rodd and Gunn, Hill Smith Family Vineyards, Australian Vintage Limited, and Brandbank.
* Optimized page load times across all client websites, significantly improving Web Vitals metrics.
* Introduced an AI expert system for all staff to answer technical queries about our core software platform.
* Architected a further upgrade to this AI expert system, drawing on all internal content (Jira, Confluence, Slack), enhancing knowledge sharing and productivity.
* Consistently provided valuable insights on AI advancements, helping the company stay ahead of technological trends.

Soft Skills: Leadership, Communication, Project scoping and estimation, Problem-solving, Team collaboration, Client relationship management, Strategic thinking, Adaptability, Time management.

Hard Skills: Salesforce B2C Commerce Cloud / SFCC / Demandware, Shopify Plus, eCommerce architecture, Web performance optimization, AI/ML technologies, Agile methodology, Pre-sales support, Technical documentation, Jira, Confluence.

## Chief Apptimist

### Apptimise | Self-Employed | July 2019 – March 2021 | Sydney

Founded a lean start-up with a team of 4, building web apps, eCommerce solutions, project management, coaching and consulting. The business delivers performance optimisation by integrating the diverse fields of business process reengineering, employee engagement, UX, CRO, and page load speed optimisation.

## IT Manager | Architect | DBA

### OneContact | Permanent | Mar 2017 – July 2019 | Sydney

OneContact was an on-shore call centre with 500 agents providing outbound telemarketing and raffle management for non-profits, as well as inbound helpdesk and reception services. Clients include PCYC, Epilepsy Action Australia, Rural Fire Service Australia, Kids With Cancer, Red Cross, UNICEF, Yellow Brick Road, Colgate, State Emergency Services, WD-40, and various goverment initiatives.

#### Responsibilities

* Plan, organize, control, evaluate and coordinate all IT related operations to ensure operational staff deliver campaigns on time.
* Manage up to 15 SQL, .NET, web developers, VOIP engineers and print managers in Sydney, Wellington and Jakarta.
* Provide raffle campaign management and payment processing services to a range of large non-profit organisations.
* SQL database development and solutions architecture.
* Develop systems, policies and procedures for IT, Information Security, and PCI Compliance.
* Manage telecommunications infrastructure for up to 500 phone agents using VOIP telephony.

#### Achievements

* Introduced Jira workflow management, LastPass enterprise password management, digital wallboards, virtual scrum, tooling to ensure SQL code quality, offsite backups, disaster recovery plan, emergency response strategy, and built a custom automated task prioritisation system in Jira.
* Architected, pitched and delivered the cloud migration strategy, including:
	+ - Migrated from onsite Exchange to Office 365.
* Migrated from onsite Noble Systems predictive VOIP dialler hardware to their cloud offering.
* Introduced Analysis Services and Power BI, delivering key business insights that led to...
* 210% increase in operational efficiency through Workflow Optimisation and SQL Performance Tuning.
* Digital Marketing oversight, analysis and mentoring.
* Migrated 5 business intelligence databases from SQL 2008 to Azure SQL 2017.
* Built 3 hyperconverge clusters in Proxmox and Hyper-V, then later migrated these to AWS.
* Researched, pitched, and architected the rebuild of all core systems in BPM and Odoo ERP with unified communications / omnichannel integrations.
* 38% reduction in IT expenses.
* PCI Compliance planning and security hardening.

Soft Skills: Stakeholder Management, Cross-Cultural Relationship Management, Data Analysis, Project Management, Conflict Resolution, Time Management, Workflow Optimisation, Solution Architecture, Remote Developer Management, BI Reporting, Mentoring and Coaching.

Hard Skills: SQL Server 2008 to 2017, Azure, Hyper-V, SQL Server Analysis Services (SSAS), Power BI, Windows Server 2008 to 2016, SQL Server Integration Services (SSIS), Microsoft Project, Amazon AWS, Active Directory Group Policies, Office 365, SSMSBoost, dbForge, Clustering, Atlassian Jira, Bash Scripting, ApexSQL, PowerShell, Chocolatey, Proxmox, Ceph, CentOS, Windows 10, Business Process Modelling (BPMN 2.0), WordPress, Upwork, Altaro Backup, Odoo, Active Directory, SIP, VOIP, Noble Systems.

## Solutions Architect | Chief Technology Officer

### Duxe Software Systems | Part Time | Apr 2016 – Jul 2019 | Sydney

Duxe provides a high level dashboards for CXOs and their Program Office to track progress of projects across the enterprise, with drill-down capabilities to identify and resolve specific blockages, including gamification, artificial intelligence, and collaboration.

#### Responsibilities

* Began as Solutions Architect then promoted to CTO
* Recruited and managed 14 ReactJS and Python/Django Developers, Business Analysts, UX design, Scrum Masters and QA.
* Technical Oversight and Consulting

#### Achievements

* Comprehensive Software Architecture document
* Introduced JIRA and Slack
* Optimised DevOps Continuous Integration Pipeline
* Researched the top 30 leading Business Intelligence platforms

Hard Skills: Heroku, Slack, Atlassian Jira, Docker, AWS, CircleCI, Sentry, Python, BrowserStack, Sqreen, Zapier, PowerBI.

## Chief Technical Officer | Principal Architect

### Corporate Spend | Part Time | Apr 2014 – Jul 2019 | Sydney

Founding partner of a For-Profit Social Enterprise, responsible for all technology decisions and oversight, which continues as a part-time side project.

## Managing Director | Principal Architect | Pre-Sales Consultant | BDM

### Corporate SEO | Full Time | Apr 2012 – Feb 2017 | Sydney

Corporate SEO was a Digital Marketing Agency specialising in Black Hat Search Engine Optimisation, including web development, cybersecurity and technical consulting.

#### Responsibilities

* Principal Consultant: Digital Marketing, Web Performance and Security
* Web Development Manager / Digital Producer
* Digital Solutions Architect / Technical Business Analyst
* Business Development
* Pre-Sales Architect
* Staff Management
* Technical Mentoring

#### Achievements

* Recruited, trained and managed a team of 10 permanent and over 200 casual staff.
* Architected a system that delivered over 20,000 first page rankings on Google per year.
* Attracted, closed, project-managed and delivered $480,000 of new business.
* Managed and successfully delivered over 50 software development projects.
* Increased payroll efficiency by 25% with a workflow management system built in Atlassian JIRA.
* Oversaw the development and maintenance of 450 websites, mostly in WordPress.
* Developed a 364-point quality assurance checklist.
* Improved operating efficiency 25% by re-engineering the website maintenance workflow.
* Researched and evaluated over 310 software tools and SEO strategies.
* Developed a statistical analysis methodology to predict SEO competition levels.
* Orchestrated the analysis of over 1.5 billion websites and 100,000 search keywords.
* Redesigned the client reporting process.
* Implemented development best practices.
* Architected the enterprise data model, cloud infrastructure and Azure LightSwitch front-end.
* Created 7 new product lines and 2 sales funnels that increased revenue by 32%.
* Completed 2 migrations to Google Apps for Business, and 2 migrations to Office365.
* Architected and managed the development of 5 CRM solutions.
* Thought leadership & speaking engagements at SME Association of Australia, Business Enterprise Centre, Rotary and Business Networking International.

Soft Skills: Sales, Marketing, Data Analysis, Solution Architecture, Team Building, Six Sigma, Project Management, Recruitment, Process Documentation, Business Analysis, Workflow Redesign, Remote Developer Management, BI Reporting, Business Networking, Contract Negotiation, Process Improvement, Branding, Design Sense, Coaching.

Hard Skills: PHP, JavaScript, HTML5, CSS3, AJAX, jQuery, WordPress, SQL Server, NodeJS, Angular 2, SASS, SCSS, MVC, WCF, C# .NET, Linq, SOAP, Web Services, JIRA, Responsive Web Design, Groovy, Ruby on Rails, RESTful APIs, JSON, Twitter Bootstrap 3, LightSwitch, Azure, Office 365, MS Access, Excel VBA, Google Apps, Visio, XPath, XQuery, AngularJS, React.js, Regex, UML, Facebook API, Amazon Web Services (AWS, EC2, SES, RDS, S3, Elastic Beanstalk, CloudFront, CloudWatch), CloudFlare, Incapsula, MailChimp, Zoho, Node.js, ExpressJS, Angular.js, Mocha, Chai, Underscore, Expect.js, Grunt, Heroku, Travis CI.

#### Project: Employment Portal | RXP Services | Corrective Services NSW

* As Technical Business Analyst, Solution Architect & Agile Development Manager, I designed and delivered a jobseeker training system for prison inmates.
* Strong focus on cybersecurity, as this was the first system to connect inmates with the outside world.
* Managed RXP’s offshore development team using Agile best practices.
* Built and managed long term relationships with clients, vendors and stakeholders.
* Increased code quality through Agile best practices and code reviews.
* Managed infrastructure deployment, ensuring delivery to requirements.
* Configured 7 RHEL servers, implementing full-stack security hardening at every OSI level.

Skills: Use Cases, Requirements Gathering, User Stories, Agile Developer Management, Paired Programming, Code Walkthroughs, LoadImpact.com Stress Testing, Cross Browser Testing, Functional Specification Documentation, Infrastructure Capacity Planning, Account Management, Project Management, Full SDLC (Software Development Life Cycle), Remote Staff Management, Solutions Architecture, Web Security, Vulnerability Scanning, Concrete5, PHP, Red Hat Enterprise Linux, CentOS, BitBucket, Git, Atlassian JIRA

#### Project: Banking Website Architecture | Illawarra Credit Union | New Republique

* Produced a comprehensive System Architecture covering development, deployment and ongoing management, across infrastructure, workflow, functionality, data and traffic generation. It also detailed the quality requirements in relation to performance, reliability, scalability, compliance and security.
* Reduced development costs by 43% through judicious technology choices and development best practices.
* Successfully debated a major platform change with CEO and key client stakeholders that cut delivery time by 25%, and reduced maintenance costs by 20%.
* Delivered a development standards document for the agency to re-use on future projects.

Skills: Requirements Gathering, Business Analysis, System Design, Data Modelling, Digital Solution Architecture, Presenting, Sales, Workshop Facilitation, Technology Research, Stakeholder Management, Conflict Resolution, Contract Negotiation, Workflow Modelling, Process Documentation, Infrastructure Planning, Web Security, WordPress, UML, Web Performance Tuning, Google Apps, Visio, MySQL, PHP, Linux.

#### Project: WordPress Performance Tuning | Aptus

* Reduced corporate website page load time from 20-60 seconds to less than 1 second.
* Added mobile responsiveness and cross browser compatibility.
* Consulted on infrastructure & software support issues, creating a 30% increase in the team’s operational output.

Skills: Cross Browser Testing, Image Compression, IT Support, Network Security, WordPress, PHP, Linux, MySQL Database Tuning, ext4, JavaScript, jQuery, Amazon AWS (EC2, S3, SES, RDS, CloudFront, CloudWatch, Elastic Beanstalk), CloudFlare, YUICompressor Minifier, HTML5, CSS3, GTMetrix, Google PageSpeed, Yahoo YSlow, LoadImpact.com Stress Testing, Website Security, Full Stack Website Performance Optimisation.

#### Project: Quoting & Timesheet System | Verser | Avelytics

* Created the Functional Specification, BPMN Process Models, User Stories, and Acceptance Criteria.
* Planned the Agile Sprints.
* Developed a LightSwitch .NET proof-of-concept in under 1 week.

Skills: Scrum Master, SQL Server, LightSwitch .NET, Database Modelling, UML, Team Foundation Server (TFS), Visual Studio, Azure Web Services, Business Analysis, SEO, Visio.

## Development Team Lead | Architect

### Reserve Bank of Australia | Permanent | Apr 2008 – Apr 2012 | Sydney

* Led a distributed team of C# .NET and SQL Server developers.
* Project-managed a SQL 2005 to 2008 upgrade across 22 systems.
* Managed 2 Data Warehouse migrations.
* Launched 3 developer groups to standardize tools and Agile best practices across the bank.
* Re-engineered the database development lifecycle with Agile best practices such as Source Control, Test Driven Development (TDD) & Continuous Integration (CI).
* Facilitated bank-wide VBA training workshops.
* Networked throughout the bank to minimize red tape and ensure timelines were met.
* Managed key stakeholder (senior management) expectations.
* Technical strategy development with Solutions Architects and Enterprise Architects.
* Acted as Product Owner in Scrum SDLC, including requirements gathering and business analysis.
* Liaised with APRA to improve system integration, and developed the migration plan for XBRL 2.1.

Hard Skills: SQL Server, SSIS, TSQL, C# .NET, MVC pattern, Winforms, ETL, BI, SQL Server Analysis Services (SSAS), MS Access/Word/Excel VBA, Visual Studio Tools for Office (VSTO), NUnit, ReSharper, Visual Studio, SharePoint, Agile/Scrum, SOAP, Web Services, JIRA, Confluence, RESTful APIs, UML, XPath, Subversion, Tortoise SVN, SourceSafe, WhereScape RED, Tableau, TFS, Atlassian Confluence, Rally, JIRA.

Soft Skills: Project Management, Mentoring, Quality Control, Business Process Improvement, Management Reporting, Conflict Resolution, Stakeholder Management, Solution Architecture, Software Design Patterns, Remote Developer Management, Coaching.

Agile Practices: Daily Standups, Kanban, Rally, Iterations, Backlog Grooming, Planning Poker (T-Shirt Sizes), Given-When-Then (Cucumber), BDD (Behaviour Driven Development), Mocking Frameworks, Unit Testing, Usability Testing, CI, CD (Continuous Delivery), Refactoring, Spikes, Velocity Tuning, Definition of Done, Paired Programming, User Stories, Story Splitting, Timeboxing, Heartbeat Retrospectives, Burndown Charts.

## Solutions Architect | Technical Business Analyst

### Charles Marcus Management Consulting | Contract | Jun 2001 – Jul 2007 | London

#### Project: Front Office Tactical Developer | Calyon Global Trading

* Developed a Credit Default Swaps (CDS) Pricer for Front Office Traders, as an Excel add-in.
* It allowed interpolation by calendar date or roll date, plotted the curve for any tranche from any issuer, and included a deal builder for booking new trades. Also included basic portfolio management, and an iTraxx Index Pricer.
* High intensity role – even a minute of downtime could cost £60,000.

Skills: Ad-hoc BI Reporting, Conflict Resolution, Stakeholder Management, Excel VBA, C# .NET, Winforms, RAD Prototyping, Credit Derivatives, Markit RED, Bloomberg, Moody’s, S&P, Rolfe & Nolan, Fitch, Markit Wire, and Murex. Also studied for FSA exams.

#### Project: Data Migration Analyst | Freshfields Bruckhaus Deringer Law Firm

* Records Management migration project for UK’s 4th largest law firm.
* Data Migration, Database Design, Data Analysis

Skills: SQL Server, SSIS, ETL, C# .NET, VB.NET, Winforms, Service Oriented Architecture (SOA), Automated Testing, UX Design.

#### Project: Business Intelligence Reporting | uSwitch.com Utilities Comparison

* Data Aggregation, Analysis, Modelling & BI Reporting for a utilities comparison website in SQL Server.

#### Project: Office Migration Development Manager | EDS / ABN Amro

* Hired and managed a global team of 40 VBA developers.
* Liased with a wide variety of 50+ technical and business stakeholders.
* Migrated 2 million spreadsheets for 20,000 front-office traders from Excel XP to 2003.
* Designed an SOE upgrade process that delivered 4 weeks of migration work in 5 minutes of downtime, with just a 24-hour change freeze and a 90 second back-out plan.
* Managed shifting targets and stakeholder expectations in an environment of constant change, with zero tolerance for downtime.

Skills: Developer Management, Workflow Engineering, Requirements Gathering, Workshop Facilitation, Stakeholder Management, Business Process Modelling, Quality Control, Excel VBA, VB.NET, SQL Server, T-SQL, Visio, ASP.NET, Winforms, DTS, RAD.

#### Project: Windows Migration Manager | Tubelines (London Underground)

* Managed the migration of 3,500 staff from Windows 2000 to Windows XP.
* Designed and developed a desktop infrastructure scanner to identify the software installed on all desktops.

Skills: Infrastructure Operations Management, Technical Strategy Development, Mentoring, Change Management, Visual Basic, Batch Scripting, ETL, SQL Server, DTS, BI Reporting, MS Access, Excel VBA.

#### Project: Senior Developer | Royal Bank of Scotland

* Reverse-engineered 4 back-office settlement systems, and migrated them to VB6 and Microsoft SQL 7.

Skills: Financial Markets, Credit Derivatives, Reverse Engineering, System Documentation, Gilts, Bonds, Swaps, Repos, Reverse Repos, Back Office Banking Operations.

# DIRECTORSHIPS

* Managing Director | Corporate SEO (now trading as Apptimise) | 2012 – Present
* Director & Chief Technology Officer | Corporate Spend | 2014 – 2022
* Board Member & Chief Technology Officer | Living Waters Australia | 2010 – 2014
* Board Member & Special Projects | Reserve Bank Benevolent Society | 2009 – 2012

# EDUCATION

* Six Sigma Green Belt | ExpertRating | Studying
* Wu-Tang Certified DJ | Wu-Tang Clan | Studying
* CPR & First Aid | State Emergency Services | 2020
* ITIL v3 Foundation | PeopleCert | 2020
* Understanding Privilege, Power and Diversity | The Mankind Project | 2019
* Outreach Facilitator | Syzygy Dance Project | 2018
* Advanced Leadership | Robert Kirby International | 2016
* TOGAF 9.1 Accelerated Enterprise Architect | Udemy | 2016
* SASS Workflow | Udemy | 2016
* Angular 2 Fundamentals | Udemy | 2016
* Bootstrap 3: Advanced Web Development | Lynda | 2016
* Inspire to Buy | Authentic Education | 2015
* Heart Centred Leadership | Robert Kirby International | 2015
* Google Analytics Certification | Google Partners | 2015
* Conversion Funnel Mastery | Digital Marketer | 2015
* Google AdWords Certification | Google Partners | 2015
* Difference-Maker Accelerator | Authentic Education | 2015
* Microsoft Certified Professional (SQL Server 2012) | Microsoft Certification | 2013
* Leading Events and Workshops | Robert Kirby International | Jul 2013
* Presenting with Passion | Robert Kirby International | Jun 2013
* Results Coaching | Robert Kirby International | May 2013
* LinkedIn Sales Intensive | Rebel Entrepreneurs | 2012
* Present Like a Pro | Authentic Education | 2012
* Selling with Integrity | Authentic Education | 2012
* Expert Accelerator | Authentic Education | 2012
* Certified ScrumMaster | Scrum Alliance | 2011
* WhereScape RED Developer | MIP | 2011
* E-mini Trading | 21st Century Education | 2011
* TradeAbility Income (Covered Calls + CFDs) | Trading Pursuits | 2011
* Audio Visual (AV) Technician | Thrive Community Church | 2010
* Think On Your Feet (Impromptu Speaking) | TOYF International | 2010
* Microsoft Certified Professional (SQL Server Analysis Services) | Dimension Data | 2009
* Financial Services Authority (SII/CISI) Unit 3 Credit Derivatives | BPP | 2006
* Microsoft Certified Application Developer | Microsoft Certification | 2003
* Workplace Health and Safety Representative | BHP | 1997
* Bachelor of Information Technology (Information Systems & Communication) | QUT | 1995

# SAMPLE PROJECT

[https://harvest316.github.io/pageload-timer/](http://harvest316.github.io/pageload-timer/) is a web service template written in NodeJS with the Express.js web framework. Downloads a given list of web pages, and returns an array of their pageload latencies in milliseconds. Demonstrates various development best practices, including self-documenting BDD unit tests in Mocha Chai & Expect.js. Continuously Deployed on Heroku ExpressJS with Grunt & Travis CI.

# PROFESSIONAL MEMBERSHIPS

* IEEE Computer Society
* Scrum Alliance
* International Association of Software Architects (IASA)
* International Institute of Business Analysts (IIBA)

# PERSONAL ACHIEVEMENTS

* Zumba Instructor, since 2024
* DJ and Dance Therapist, since 2020 – [https://vybe.com.au](https://vybe.com.au/)
* State Emergency Services Volunteer, since 2019
* Volunteer Audio Engineer, since 1990
* Sutherland 2 Surf and City 2 Surf, 2012
* BNI Gold Networker Award, 2012
* 10,000 Push-Ups to Crush Slavery, 2011 – [https://crushslavery.com](http://crushslavery.com/)
* Duke of Edinburgh’s Gold Award, 1995
* Dux of School, Redcliffe State High School, 1992

# REFERENCES

Zamil Mohsen – Head of Technical Solutions – Amblique
zmohsen@amblique.com 0421 967 293

Paul Clarke – CEO – Duxe Software Systems
paul@duxe.io 0418 216 416

Stewart Dawes – CEO – Atomic Digital
stewart@atomicdigital.com.au 0413 276 780

Trevor Vella – Development Manager – Reserve Bank of Australia trevor@netplanetconsulting.com.au 0402 434 676

# KEY TERMS

#### Soft Skills

Communication: Verbal communication, Written communication, Presentation skills, Active listening, Constructive feedback, Workshop Facilitation, Excellent Client Facing Skills

Interpersonal Skills: People skills, Social intelligence, Social skills, Extroversion, Sociability, Stakeholder Management

Teamwork: Collaboration, Team collaboration, Coordination, Idea exchange, Mediation

Leadership: Management, Guidance, Direction, Influence, Supervision, Coaching, Mentoring

Adaptability: Flexibility, Change management, Resilience, Versatility, Agility

Problem-solving: Critical thinking, Logical reasoning, Analysis, Decision making, Troubleshooting, Trend Analysis

Creativity: Innovation, Originality, Inventiveness, Imagination, Design thinking

Time Management: Organization, Prioritizing, Planning, Scheduling, Efficiency, Multi-tasking

Emotional Intelligence: Self-awareness, Empathy, Social awareness, Relationship management

Work Ethic: Responsibility, Discipline, Dependability, Commitment, Professionalism

Attention to Detail: Thoroughness, Accuracy, Precision, Meticulousness, Diligence

#### Hard Skills

Data Analysis: Statistical analysis, Data mining, Data visualization, Quantitative analysis, Big Data, Trend Analysis

Project Management: Program coordination, Task management, Resource allocation, Scheduling, Agile/Scrum Sprints & Stand-ups, Requirements Gathering

Marketing: Digital marketing, SEO/SEM, Content strategy, Campaign management, Brand development

Design: Graphic design, Visual Design, UI/UX design, UX Design, Visual communication, Typography, Layout, Figma

Financial Skills: Accounting, Budgeting, Financial analysis, Forecasting, Risk assessment, Financial Markets, Capital Markets, Financial Services, Investment Banking, Money Markets, Fixed Income, Credit Derivatives, Trading Floor, Credit Default Swaps, CDS, CDOs

Writing: Copywriting, Content writing, Technical writing, Editing, Proofreading, Functional Specification, Writing Test Plans

#### Technical Skills

Database: SQL Server, T-SQL Tuning, RDBMS Database Design, Data Modelling, SSMS, SQL Server Management Studio, SSDT, SQL Server Data Tools, Database Performance, Structured Query Language, ETL, DBA

Development: C# .NET Development, C# .NET, VSTO, Excel VBA, Word VBA, MS Access VBA, Visual Studio, Bash Scripting

Web Technologies: Hand-Coded HTML, HTML5, CSS, CSS3, AJAX, DOM Scripting, Document Object Model, JavaScript Design Patterns, Browser Standards, W3C Compliance, Compatibility Best Practices, Responsive Design, Web Development, Salesforce Commerce Cloud

Architecture: TOGAF, Service Oriented Architecture (SOA), Service Oriented Architecture, Scalable n-tier Architecture, Technical Architect, Solution Architect, Middleware, Back-end, Front-End, Microservices Architecture, Software Design Patterns, SOLID Design Principles

Integration: API, LINQ, JSON, Advanced XML, XQuery, XPATH, XSLT, WSDL, WCF, REST, RESTful, SOAP & XML-RPC Web Services

Cloud: Amazon Web Services (AWS), Azure Cloud Development

Development Practices: Continuous Delivery, Continuous Integration, Best Practices, Performance Tuning, Rapid Prototyping, Rapid Application Development, BAU Support, Greenfield projects, Test Driven Development, Behaviour Driven Development, Object Oriented Programming (OOP)

Operating Systems: Windows, Unix, Linux

Emerging Technologies: Artificial Intelligence, Machine Learning, Low-Code Software Development, Vibe Coding, ChatGPT, Claude Sonnet, Gemini Flash, Deepseek R1

Cybersecurity: Privacy, Anonymity, Pseudo-anonymous, Vulnerability Scanning, Penetration Testing