Michael Gorman PMP
Senior Project Manager

PERSONAL DETAILS

Michael Gorman
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ABN: 51550145379

Status: Australian Citizen

CERTIFICATIONS

PMP (PMI)

PRINCE2 (APMG)

Agile PM Practitioner (DSDM)

MARKET SECTORS

Mining, Resources, Energy

Government, Health & Education

Telecommunications & Digital

SUBJECT MATTER AREAS

Software Development

Platforms & Infrastructure

Enterprise Integration

Data Analytics

Business Process & Workflow

IM, ERP, EAM, SCM, ECM, EDRMS
DR, BCP, BI, SCADA, ITS, IOT

MS Project Professional 2016

PERSONAL ATTRIBUTES

Clear communicator

Leadership by example

Disciplined and accountable

Confident and resilient

Comprehensive and tenacious

SUMMARY

A seasoned professional with fourteen years of project management experience and proven ability to deliver complex projects in large programs of work including

- Bespoke and commercial off-the-shelf (COTS) software solutions,
- Portals and Enterprise Application Service Platforms,
- Enterprise document, record and content management systems,
- ERP, CRM, SCM, HRMS implementation and integration
- Directory, Identity, SSO and Access Management Systems,
- Database migration, data warehousing, ETL, and Business Intelligence,
- Network servers, infrastructure, storage and remote-access solutions,
- Business continuity/disaster recovery systems and procedures.

A technically proficient advocate for the user, Michael works supportively with project teams and establishes an empathetic relationship with business stakeholders to foster an environment of confidence and trust.

His prior work in a variety of project roles early in his career lends him credibility based on broad-based subject matter expertise and real-world experience gained over many successful system development lifecycles.
At the same time, his deferential style of project management seeks to elicit requirements, solutions, risks and learnings from others, maximising their buy-in, enthusiasm and ownership of the results.

Acknowledging the complexity of projects involving business and technology, he is able to engage with Agile delivery methods within a traditional project methodology framework and governance model. This approach allows developers to follow their best practices whilst still delivering performance in regard to scope, time, cost and quality. In this way Michael is able to flexibly adapt to change and yet consistently meet expectations, achieve agreed milestones, and deliver fit-for-purpose outcomes of lasting benefit to the business.

Michael is adept at negotiation, helping stakeholders reach consensus and employing mature discretion in appropriate escalation when necessary to safeguard project outcomes. He is skilful in capturing issues, identifying project risks and prepared to propose well-considered options.

Bringing his consulting skills to the fore, he is able to amicably persuade and influence, appropriately tailoring an approach and providing guidance to organisations at different stages in their project management maturity.

Able to take projects from start up to closure, or to parachute into a troubled project and bring it back on track; Michael has a consistent record of successful delivery in time critical environments, helping organisations accommodate business change with minimum pain and maximum gain.

EDUCATION

- BSc Physics – Clarkson University, Potsdam, New York
- 2008 – PMP Intensive Preparation (PMP3)
- 2009 – APCS Roundtable Workshops
- 2011 – PMI Mega-conference (Melbourne)
- 2013 – DSDM Agile Project Management course
- 2014 – Adaptive Frameworks PRINCE2 course

References available on request

PROFESSIONAL EXPERIENCE

More than a decade of experience in project management roles, with over twenty years in a variety of technical disciplines.

Client:	**Synergy, Perth WA**	**Contract: Project Studio Consulting**
Role:	**Senior Portfolio Scheduler**	**May 2018 – July 2018**

Overview — Consultant to the Portfolio Management Office, advising their implementation of an enterprise-wide portfolio management system.

Overall Responsibilities:

- Coached project and program managers to embed best practice for schedule and resource management.
- Advised on application of Agile principles to project and program planning.
- Aggregated actual costs-to-date and forecasted estimates-to-complete for all projects/programs and contrasted these with business cases and change requests to establish baselines across the entire Synergy portfolio.

Client:	**Curtin University (CITS)**	**Subcontract through Perfekt Pty Ltd & Hitachi Vantara**
Role:	**Technical Project Manager**	**September 2017 – Jan 2018**

Overview — Coordinating development and implementation of Pentaho analytics platform, dashboard/reports, data integration and edge analytics to measure and assess effective utilisation of space across the Bentley campus.

Overall Responsibilities:

- Vendor and Supplier Management
- Integrated Schedule development
- Stakeholder Management and Communications with Building Tenants, Activity Owners and Faculty
- Requirements & User Story Development
- Risk and Issue Management
- Reported to the Innovations Director and COO

Visual Analytics – Room Utilisation Dashboard & People Counter Bentley Roll-out Project

Budget: $1,400,000

- Gained buy- for an innovative project that required the cooperation of number of University departments.
- Developed and executed a schedule coordinating PoE cabling, switch patching, DHCP registration, camera installation and device calibration of 320 edge-analytic sensors in 240 rooms in 40 buildings across the campus.
- Coordinated a plan for integration of the solution with Syllabus Plus, Student One, and Archibus data sources through Mulesoft/Squirrel MQ messaging bus.
- Kept project on-track for capture of Room Utilisation data from the start of Semester 1 2018

Client:	**Main Roads, Perth WA**	**Subcontract through Gel Gov**
Role:	**Project Manager**	**June 2016 – June 2017**

Overview — Coordinated start-up activities for the Real-time Network Intelligence project, a Business Intelligence and Big Data initiative for Intelligent Transport Systems and Road Network Operations.

Overall Responsibilities:

- Project Management
- Business Analysis
- Business Case Development
- Guided the Project Board on Prince2 start-up and initiation process.
- Solution Architecture
- Reviewed current-state of IT/ITS technical environment,
- Facilitated Industry presentations and identified commercial off-the-shelf solutions to satisfy high-level requirements.
- Advised the PMO in their project management and contract management processes for the MS Project Online/UMT360 Portfolio management platform.

Real-time Network Intelligence Project

Budget: $9,000,000

- Conducted 'art of the possible' investigations and feature definition workshops. Worked with key stakeholders to develop narratives, epics, and high-level requirements including predictive engineering, stochastic and value-driver models for road space supply and demand.
- Created product breakdown structure, product component descriptions, and solution's conceptual reference architecture for platform integration of disparate data sources.
- Authored full business case for a $9 million project returning >$50 million dollars of direct benefits to business and public.
- Developed a procurement plan and information packages for vendor expressions of interest. Completed start-up and initiation stage planning, with start date pending.

Enterprise Project Management Roll-out

- Revised Main Roads internal business process and procedures for project scheduling, cost control, work breakdown, and system administration.
- End user training, change management and user acceptance.

Client:	Brightwater Care Group, Perth WA		Subcontract: Verse Group
Role:	Project Manager		August 2015 – Sept 2015

Overview Initiated project for SharePoint and controlled document management system implementation.

Overall Responsibilities:
- Developed Project Management Plan, Communications Management Plan, and Risk Management Strategy.
- Worked with vendor and internal project teams to detail user requirements and develop an integrated schedule with shared milestones tied to vendor work package deliverables.
- Analysed processes, documents and systems to develop content taxonomy, metadata requirements and org. chart.
- Managed the Active Directory project, which synchronised user accounts in Active Directory with manager, department, location and contact details sourced from the Pay Global payroll system database.

Client:	MercyCare, Perth WA		Fixed Term Employment
Role:	Project Manager, Change Manager		Nov 2014 – Jun 2015

Overview Managed design, development and implementation of Enterprise Content Management (ECM) System based on SharePoint 2013 for MercyCare, a non-profit provider of community services across Western Australia.

Overall Responsibilities:
- Agile Scrum Product Owner, Project Manager, Change Manager, Test Manager
- Created and executed Project Management and Change Management Plans.
- Managed internal project team detailing acceptance criteria and objectives for current and future phases.
- Directly managed vendor software development team developing custom applications (MVC/C#) and migrating the existing portal from SharePoint 2010 to 2013.
- Developed corporate taxonomy and its representation in SharePoint metadata columns.

ECM Implementation Project:

Budget: $1,200,000

Team: 5-member site team and six-member external vendor team

Outstanding Achievements
- Brought project initiation and the first execution phase to completion on an aggressive four-month delivery schedule. This included completing the implementation plan, upgrading the portal, migrating its content, and creating new online applications to bring corporate policy management and the HR on boarding process to an enterprise content management standard.
- Defined and managed program-level plans for integration of services, including integration with Active Directory, back-end ETL integration with the Chris21 HR system
- Managed UAT and its remediation to a successful conclusion, materially supporting the organisation's strategic goals.

Client:	Public Sector Commission, Perth WA		Subcontract: Gel Group
Role:	PRINCE2 Coach, MS Project Specialist		May 2014 – Jun 2014

Overview Consultant to the project management team on applying PRINCE2 principles and themes in MS Project.

Overall Responsibilities:
- Wrote guidelines for use of MS Project in PRINCE2 environment
- Updated project plans to best practice through template standardisation, shared resources & constant-work based tasks.
- Mentored project support on level-of-effort estimation

Client:	BHP Billiton Iron Ore, Perth WA		Subcontract: Full Circle Partners
Role:	1SAP CIT WM Project Manager		Aug 2013 – Jan 2014

Overview Provided Customer-Implementation Team project management to BHP Billiton Iron Ore for 1SAP Work Management implementation, deployment and commissioning at mine site.

Overall Responsibilities:
- Reported to CIT WM Lead Mines, WM Lead L & I, and WM Project Lead.
- Managed 1SAP Site Implementation Plan and Work Management Action Plan for new green-field mine.
- Coordinated these plans with other 1SAP work streams – HR, Finance, Supply, Production Integration, and HSEC.
- Assisted site with scheduling of business readiness

1SAP R4 Implementation and Commissioning:

This project phase rolled out the Work Management components of 1SAP ver. R4 across Western Australian Iron Ore operations as well as operations in South America. The deployment included process for notifications and event management as well as data cleansing, conversion from GSAP to 1SAP, and deployment to the new 1SAP system. The WM project management team worked closely with the Deployment Data team on Master Data Governance and Master Data Management process with the aim of business compliance and a quality data build. We managed within an extensive Organisational Change plan that spanned several years delivering its most critical and ambitious outcomes.

Team: 5-member WM site team, ~ 100 WM CIT team

activities and roll-out of WAIO-wide WM protocols.

- Collaborated on data quality reporting, analysis, issue assessment, and verified resolution in 1SAP.
- Managed deployment of process, data and related knowledge transfer to site through cutover rehearsals, UAT, and Actual Cutover.
- Managed data freeze and cutover period by development of business continuity procedures.
- BI reporting and analysis of project commissioning KPI metrics and cross-functional enablers with PMO.
- Wrote Project Closure Report for CIT Work Management & Data team and managed documentation handover in Documentum.

Outstanding Achievements

- Completed the implementation plan and outstanding business readiness activities and cross-stream enablers on schedule in coordination with other sites and functions across WAIO.
- Successful handover of WM deliverables to 1SAP BPD Leads responsible for operational asset management (Fixed Plant, Mobile, NPI, Rail & Infrastructure).
- Provided support to site through a remarkably smooth cutover and commissioning with minimal issues.
- Achieved tangible results in improved work strategies underlying preventative maintenance for assets across WAIO, meeting all project KPIs and on-track toward meeting operational management KPIs measuring business benefits.

Client: Permeance Technologies, Perth WA

Role: Project Manager / Program Manager

Full-time Employee

Mar 2012 – Jul 2013

Overview

Provided project management and business analysis services for teams working on a number of portal development projects for Telstra and ABC as well as state and federal agencies. Increasingly provided program-level management for internal and external projects.

Overall Responsibilities:

- Project Management and Business Analysis for large and small client projects.
- Information Analyst and Scrum Master for the team implementing the Telstra Online Content Management platform. Managed development from start-up to go-live.
- Program Manager for APVMA OLAF project and related subprojects.
- Coordinated teams of internal and external architects, analysts and developers working across time zones in different states.
- Managed end-to-end delivery of portal platform environments, security configuration, deployment of applications, theming, and content development using DevOps approach.
- Wrote responses to tender requests, managed resources, and provided program management across all projects.
- Developed system for online dashboards for cross-project schedules and resource management, 'sizing' projects and project management best practices.

Outstanding Achievements

- Influenced Telstra's decision to utilise the Liferay platform for all of their internal and external sites and applications in an expanded Telstra Online Content Management project, greatly reducing the cost of Telstra's application deployment process and generating significant new business for Permeance.
- Replaced an end-of-life legacy system with a modern sustainable solution and met critical milestones for APVMA online service delivery.

Telstra Online Content Management Project:

This project developed and implemented Telstra's Help and Support site and the Liferay Enterprise portal on the Tomcat platform, integrating Oracle Universal Content Management and Google Search Appliance.

Budget: $750,000

Team: 5 core team members

Australian Pesticides and Veterinary Medicines Authority (APVMA) Program:

This program included initial installation and configuration of the portal environment, technical & solution architecture, elaboration of high level requirements into detailed specifications, data migration as well as Java development, web development, deployment and implementation.

- The OLAF project delivered Java development supporting migration of online registration renewal and levy payments system from legacy WebLogic platform to the Liferay Enterprise portal on the JBOSS Enterprise platform. This project was carefully coordinated with the customer's internal project to migrate their data from INGRES to several MS SQL databases and integrate the applications with the customer's internal databases and ETL data management system.
- Additional projects included development and delivery of Solr-based smart-search applications (PUBCRIS, Permits, Mobile Theming) allowing the pubic to search databases for information on registered products and special-use permits. Responsive and adaptive design techniques adjusted the user experience for desktop and mobile browser clients.

Budget: $384,000

Team: 3 core team members, 2 external members

Other Small Projects

- Completed South Australian Certificate of Education's (SACE) Liferay migration (v5.2 to v6.0).
- Implemented the portal platform for ABC Splash project, integrated Solr search, provided performance testing, and assisted in setting up their coding environments / best practices.

Client: University of Western Australia, Perth WA

Role: Project Manager

Subcontract: PRA

Apr 2011 – Aug 2011

Overview

Provided project management for the Directories Consolidation and Identity & Access Management projects supporting the Future Frameworks course structure and

Directories Consolidation Project:

Design, Development and Implementation Stages. This project developed a central Active Directory to consolidate all other Active

the drive to Student Mobility 2012. This provided students, faculty and employees single sign-in to a common domain connecting schools, departments, and campuses.

Overall Responsibilities:

- Chaired working groups and liaised with stakeholders and subject matter experts across the university to develop technical as well as policy requirements.
- Managed core project teams consisting of architects, business analysts, developers, policy writers and testers.
- Developed detailed requirements and business rules from high level requirements and business objectives.
- Managed development of a delegated administration model fitting the university structure and selected solutions for delegated DNS and DHCP management.
- Reported to Senior Management Team and liaised across a multi-project, multi-program Prince 2 / MSP environment spanning a number of independently managed organisations.
- Managed Scope, Schedule, Resources and Risk at the project / program level.
- Maintained project site in SharePoint 2010.

Directories at the University and integrated with DFS file storage, student printing, external DNS/DCHP solution (Infoblox), and the Identity Management Solution. Brought project deliverables to technical implementation and organisational preparation to readiness for phased roll-out of Student Mobility (scheduled to start Nov. 2011)

Budget: $1,622,706

Team: 12 core team members

Identity and Access Management Project:

Design and Development Stages. This project developed an architecture based on MS Forefront Identity Manager to provide a central repository of identity data consolidated from authoritative sources (Alesco HR, Callista SMS, PeopleSoft, Oracle, Unicard) and disseminated to the key downstream systems.

Budget: $2,677,214

Team: 15 core team members

Outstanding Achievements

- Managed an aggressive schedule to meet critical delivery milestones for Student Mobility ahead of schedule.
- Changed stakeholder perceptions for uncertain projects by making outcomes credible and certain.
- Increased enthusiasm and support for an unpopular service consolidation.

Client:	BHP Billiton Iron Ore, Perth WA	Subcontract: CSC / maXxprofessional
Role:	Project Manager	Sept 2010 – Nov 2010

Overview — Provided supplier-side project management to BHPB Iron Ore for their 1Portal Dynamic Content Migration project's selection and definition phases.

Overall Responsibilities:

- Worked with IM Enterprise Architect Managed to manage assessment of solution options for architectural feasibility and business fit.
- Developed high level requirements from business objectives, Group Level Documents, and enterprise architectural constraints.
- Managed schedule, budget, scope, issues and risk using BHPB Iron Ore IM Project Management Methodology.
- Updated project initiation documents and completed detailed planning for definition and development stages.
- Recruited teams from multiple vendors.
- Responsible for project financial management incl. Mariner/SAP reporting.
- Executive level reporting to Business Owner, Project Governance, and Program Delivery.
- Evaluated WebSphere 7 and SharePoint 2010 Enterprise as Application Service Platforms.

1Portal Project (Dynamic Content Migration):

The project selected and planned development of a Links Management Service, built on SharePoint services to replace the GSAP reporting portal with a 1SAP compliant solution.

The solution proposed a Service Oriented Architecture approach to 'smart' links management. Simple URL-based links, embedded in a 1SAP iView, SharePoint list or Business Critical Document (Documentum), are managed by a workflow-driven back-end web service. This service rewrites and forwards configured requests to the targeted reporting system to establish connections that the simple link cannot create on its own.

Budget: $1,370,632

Team: 5 team members, 4 outsourced developers

Outstanding Achievements:

- Created a complete catalogue of all GSAP reports, servers hosting reporting systems, their URLs, and characteristic web queries.
- Gained acceptance of a compliant, strategic, fit-for-purpose solution in a complex environment crossing group / customer-sector boundaries.
- The solution provided a strategy for integrated content lifecycle management facilitating planned transitions as GSAP reports are replaced by 1SAP reporting.

Client:	Editure Technology (New Era), Melbourne Victoria	Fixed-term Employee
Role:	Project Manager	Jul 2009 – Feb 2010

Overview — Provided project management of Stargate/Huxley project producing the My Personal Learning Space (myPLS, mySuite) for the education market space. This was an enterprise portal integrating LAMS based eLearning, web filtering, reporting, email, and calendar. Also managed development of Identity management system integrated through JBOSS Enterprise Service Bus with XML-based

Stargate Project:

Developed an education portal based on customised Liferay Enterprise portal on the JBOSS Enterprise platform. This AGILE project extended Liferay for the education market, associating class 'communities' with hierarchical school 'organisations' to provide teaching staff control of site moderation and student collaboration.

business process management (workflow), and Reporting Service based on open source Jasper Reports.

Overall Responsibilities:

- Developed project initiation documents, managed scope, schedule, quality, issues and risk using formal PRINCE2 methodology.
- Presented executive level reports to the Project Governance Board.
- Developed product breakdown structures and supervised completion of work packages.
- Managed and mentored business analysts in development of detailed requirements, use cases and UML workflows (Visio).
- Managed internal development teams of 12 (Waterfall) and an out-sourced vendor team of three overseas (Agile) developers.
- Managed development of test cases and mentored the Quality Control testing team.
- Lead brainstorms with developers and workshops with Service Delivery and Professional Service to refine technical requirements and identify solutions.
- Interviewed and hired consultants and new employees.
- Maintained issues and risk registers (Jira).
- Managed change requests and managed configuration management documents.
- Organised application packaging and setup of UAT/pilot environment and, security configuration.
- Negotiated with Liferay to agree a service level agreement for the customised end product.

Budget: $600,000

Team: 15 core members, 3 outsourced developers

Identity Project:

Developed an identity management (OpenLDAP) with Single Sign On (CAS) solution integrated through the JBOSS Enterprise Service Bus (ESB) with XML-based business process management (BPM).

Budget: $220,000

Team: 15 core team members

Reporting Project:

Developed a Reporting Service integrated with the application suite including web filter and portlet usage reports. Data was aggregated in Jasper server and stored in a MySQL data warehouse.

Budget: $60,000

Team: 5 core team members

Outstanding Achievements:

- Managed a hybrid project of Agile and Waterfall development streams within a traditional Prince2 project management framework.
- Pioneered DevOps approach to Agile development releases with the System Engineering team.
- Customised an upstream open-source portal whilst minimising changes to core code resulting in a product easily upgraded and tested through future upgrades.
- Met the requirements of various tenders through a single software build that could be configured to integrate with a variety of external Identity management technologies.
- Delivered a Service Oriented Architecture integrated though an Enterprise Service Bus.
- Met the objective to produce portal activity reports with no reduction of portal performance.

Client:	**Nurses Board of Victoria, Melbourne Victoria**	**Permanent Employee**
Role:	**Information Systems Project Manager**	**Aug 2007 – May 2009**
Overview	Managed development of business processes, software applications, databases, network architectures, and disaster recovery plans for the Nurses Board of Victoria, a self-funded statutory body responsible for registration, case management, investigation and accreditation for over 80,000 registered nurses, midwives, and health practitioners in Victoria.	**Rex II Nurse Registration & Case Management Project:**

Overall Responsibilities:

- Project manager for internal software development group.
- Lead SCRUM sessions with developers and testers.
- Gathered requirements, managed change control and configuration management for the Rex system.
- Mentored departmental programs to assist them in documenting their business processes, risk factors, and recovery objectives; and also to plan assessment criteria and recovery priorities.
- Maintained issues register (Jira) and documented configuration management.
- Setup and managed MS Project Server and SharePoint 2007
- Managed User Acceptance tests, gained sign-off closed projects. Disseminated lessons learned.
- Lead internal user workshops and organised nurse (external) focus groups to refine requirements and validate design.

Rex II Nurse Registration & Case Management Project:

Budget: $340,000

Team: 5 core team members, 6 extended members

- Reviewed internal 'as is' business flows and responded to RFC on proposed 'to be' NRAIP flows for nationalisation of health practitioner registration.
- Developed project management plan for code & database refactoring and business process control to accommodate new registration schemes and legislative changes.
- Enhanced online renewal and registration check features.
- Implemented online course accreditation auditing.

Public Portal Project:

Budget: $100,000

Team: 9 core team members, 5 extended

- Developed project management plan for Liferay portal content, custom Java portlet development and XTML/CSS based design with Web 2.0 features.
- Completed development, implementation and deployment of customer-facing Liferay web portal.
- Interfaced with Department of Human Services for de-referenced online surveys and data extractions.

Business Continuity/Disaster Recovery Project:

Budget: $250,000

Team: 9 core team members, 4 outsourced engineers

Outstanding Achievements:

- Generalised the Rex system to comply with new legislation (HPRA 2005, NRAIP 20007) suitable for AHPRA tender by implementing business process management.
- Implemented enterprise portal with role-based access for nurses, employers and educators.

- Updated Business Impact Analysis and Risk Schedule for Business Continuity Planning/Disaster Recovery.
- Managed vendor implementation of nightly backups and uploading server images to offsite DR environment.
- Tested and validated the recovery environment.
- Documented BCP/DR plan for IT systems including migration to HDR / VMware ESX virtual environment.
- Implemented and rehearsed the organisational DR /BCP plan.

Client:	Nurses Board of Victoria, Melbourne VIC	Subcontract: Entity Solutions
Role:	Project Manager, Business Analyst	Aug 2005 - Jul 2007

Overview

Provided advice on best practices and developed processes, procedures, and documentation for system migrations, improving the currency and capability of IT infrastructure.

Became client-side project manager for troubled outsourced development project (REX). This was bespoke ASP .Net project running six months late.

Overall Responsibilities:

- Wrote system-level procedures for migration to new network server environment.
- Project manager, business analyst and requirements writer for web-based REX Victorian nurse registration system.
- Managed formal project initiation (PRINCE2) for project to implement an Electronic Document Management System (EDRMS).
- Interviewed subject matter experts and conducted workshops to fully gather the requirements and determine business rules.
- Introduced change register for version control, configuration and integrated change management.

Outstanding Achievements:

- Saved a troubled project, remediating over 3000 priority UAT issues to completion.
- Implemented web service-based registration renewal application reducing paper handling, generating half of Board's yearly revenue.
- Brought development and testing teams in-house as a quality assurance measure resulting in completion of critical modules on schedule.
- Released frequent enhancement versions through strict change management and quality control.

Rex I Nurse Registration and Case Management System:

Budget: $ 750,000

Team: 7 core, 8 outsourced developers, 45 UAT testers

- Provided client-side project management of external software development, internal UAT, software issues and user training.
- Managed gap analysis after the first UAT.
- Managed the vendor contract through remediation.
- Completed revised requirements specification.
- Obtained CEO sign-off for change in scope to deliver a satisfactory solution by` critical milestones.
- Managed builds, tests, acceptance, and deployment of fully integrated mission-critical modules.
- Configured and deployed an Umbraco .NET based CMS supporting an online Registration Renewal.
- Updated requirements required by the Victorian Health Practitioner Registration Act 2005.

Electronic Record and Document Management System:

Budget: $ 800,000

Team: 7 core team members, 2 external consultants

- Wrote Start-up & Project Initiation documents.
- Developed scheme for integrating EDRMS with the organisation's primary application/database (REX).
- Interfaced with the Public Record Office Victoria.
- Completed the EDRMS implementation plan and specification suitable as a request for tender.

Network Migration Project:

- Wrote procedures for migrating from outdated Lotus/Windows 2000 to MS Active Directory/Exchange, including VMware, DB2 v9, SAN, Cisco switch and firewall.

EARLY EMPLOYMENT HISTORY   **Prior to Aug 2005**

Telecom/SCM/CRM/BI	Project Manager for Eventra Vendorsite SCM, Charles River Consultants, New York
Supercomputing	Senior Technical Writer for Powerllel / ASPEED Corporation, New York
SCADA/XML/XSLT	Business Analyst, Senior Technical Writer for Cimplicity HMI, GE Industrial Systems, Albany, NY
J2EE/SCM/Workflow	Business Analyst, Web/Content Developer for Ubikuity Corporation, Danbury, Connecticut
CAD/C++/COM	Senior Technical Writing Consultant for Applied 3D Science, Merrimack, New Hampshire
J2EE/Oracle/BCPDR	Senior Technical Writing Consultant for Republic Bank, New York
ESCON/Fibrechannel	Senior Technical Writing Consultant for Connecticut Technology Products, Woodbury, Connecticut
Finance/ERDBMS	Technical Writing and Robohelp Consultant for FlexiInternational Software, Trumbull, Connecticut
CAM/POST	Senior Technical Writing Consultant for MasterCam, CNC Software, Tolland, Connecticut
ERP/CAD/CIM/Optics	MS Office Solution & Technical Writing Consultant for Gerber Optical, South Windsor, Connecticut
Opto-electric/Servo Eng.	Technical Writing / CAD Consultant for CMX Systems, Wallingford Connecticut
CAD/CAM/CAE/C++	Technical Writing Consultant for CADKEY, Windsor, Connecticut