

Overview

I am a Business Technology Consultant focusing on business processes and business issues and integrating IT systems into the business, thus improving productivity and profitability for the business.

My area of expertise is in finding the right systems and software to suit the needs of the business, then implementing the systems and training and documentation of the system. Whether this is for a brand new software suite, or reusing and revitalising existing systems, it's about the system that is right for the business, I am in my element when I am solving problems and finding solutions for businesses.

As I learn new things very quickly, I have often found myself in the situation where I am learning about a new system or App to the business needs. That way, I can learn all about the system, and then help the business to implement that system specifically for their business. The business gets a system implemented specifically for them, with the features that they need, and not just what the vendor is selling. I am happiest with my work when I'm learning something new, or problem solving for businesses.

Software and Systems Experience

- Salesforce and Microsoft CRM implementations. (Certified Salesforce Developer).
- Confluence Enterprise Wiki and Jira Bug Tracking system implementation, custom macro coding and management.
- SharePoint MOSS 2007/2010 configuration and implementation.
- Database design expertise in RDBMS database systems including SQL Server, MySQL, Access.
- All MS Products including expert level in Access, Excel, Word, and Outlook. Also Project, Visio, InfoPath, PowerPoint.
- Web building and testing tools including, WordPress, CSS, XPath and Selenium Automated Web Testing framework.
- ERP and CRM Systems, HRIS Systems, Data Warehousing & OLAP systems including Database ETL, SSIS, SSAS and SSRS, MS Visual Studio, SQL Server Enterprise Manager, VSTO, VBA.

Professional Experience

- Accomplished Business Analyst with 8+ years experience in defining user requirements, specifying functional requirements and working closely with development teams. Working with the business to leverage technology solutions to improve business processes. 25+ years business experience.
- 3+ years experience designing and building solutions using Microsoft SharePoint (MOSS 2007) and integrating SharePoint with other LOB applications.
- 10+ years expertise in database design, designing and developing systems in SQL Server including tables, queries stored procedures and Database Schema's.
- 5+ years experience with many report writing solutions from Access, to Crystal Reports and SSRS.
- 5+ years experience with User Interface Design, Use Case scenarios, Wire-framing, functional specifications and testing.
- 3+ years experience building websites and tweaking CSS / PHP code.

Current Work**Business Technology Consultant**

August 2008 – Current

Projects

- Design and Implementation of a Salesforce instance for a Not For Profit client. This project took the NFP from a paper based workflow to a fully integrated system. Including working with the Web developer to integrated customer requests, and working with a Salesforce developer to build custom triggers.
- Design and Requirements for a Microsoft xRM system for a corporate client.
- Full implementation and custom coding of a Confluence Enterprise Wiki and Jira task management system.
- Product Manager for a SAAS product in the Risk Management and Compliance sector. Role includes design, specification, testing, project management, and management of a small developer team.
- Implementation of a corporate SharePoint site including Document Management, Intranet and Search functionality.
- Access database modifications for a project within a large financial services organisation. Involved database, front end and reporting modifications to suit new business requirements in the years since the database was originally developed.
- A complex Access Database to track Projects with specific criteria. It has integration with MS CRM, Jive Intranet and the data is exported to populate the public facing website. This project took a non-functioning database and made it useable and allowing room for growth in the future.
- Managing a SQL Server and ASP.Net Web Site installation for a client, including regular site maintenance and modifications of SSIS packages.
- Designed and built 4 websites on the Business Catalyst platform and 2 on the WordPress platform.
- A 3+ month project to build an automated Web testing framework for a large corporate client using the Selenium web testing tool, Microsoft Visual Studio Team Test Suite and C# coding. The tool integrated with the testing being undertaken concurrently on the Windows based application.

Key Achievements

- Designed and Implemented a database application that allowed the business to get up and running with their new system straight away, without having to wait for the corporate IT department to work out the enterprise infrastructure. The system is designed to be upgraded to enterprise level later.
- Integrated the Selenium Automated Web Testing into the Visual Studio test suite – something that has not been documented as being done by many others previously. This is so the Web Testing could integrate with the reporting framework of the Windows application testing. Overcame some major challenges with the client's web application that has extensive use of Ajax which is difficult to test.

Tertiary Education**Bachelor of Business** (Management & Information Systems).
Edith Cowan University (WA) – completed in 2000.
