

Patricia Georgee

From: Darren Churchill [REDACTED]
Sent: Friday, 5 April 2013 4:47 PM
To: FAD
Cc: Roger Howe
Subject: A3 item 1
Attachments: Fw AusDems NATIONAL EXECUTIVE - Please decide on the National Office BearerPositions.pdf

Subject: Fw: AusDems NATIONAL EXECUTIVE - Please decide on the National Office BearerPositions
From: David Collyer [REDACTED]
Date: Wed, 28 Nov 2012 04:33:25 -0800 (PST)
To: Darren Churchill <dmchurchill@optusnet.com.au>

----- Forwarded Message -----

From: stuart horrex <stuart.horrex@nsw.democrats.org.au>
To: "stuart.horrex@nsw.democrats.org.au" <stuart.horrex@nsw.democrats.org.au>
Sent: Saturday, 24 November 2012 7:26 PM
Subject: AusDems NATIONAL EXECUTIVE - Please decide on the National Office BearerPositions

Hello,

As you've been anticipating, here are the nominations for the various NE office bearer positions. Positions were advertised in the National Journal and a period of twenty-one days has been allowed for nominations. I have consolidated the nominations and supporting materials here for your consideration. To cast your vote for your preferred candidate please reply in-line to this e-mail within five days. Where there is more than one nomination for the role, please delete the name of the person you do not support LEAVING ONLY THE NAME OF YOUR PREFERRED CANDIDATE NEXT TO THE JOB TITLE. Where there is only one nominee, please delete either the YES, or the NO next to the name of the nominee to indicate your preference for the candidate. This e-mail contains personal and private information from the nominees. That's why I've sent this e-mail directly to you rather than to any open list. I have advised the nominees that they may be contacted by you as part of this process. I have also advised them that the Australian Democrats take the protection of their personal information and their privacy seriously and that details of their applications are intended for National Executive voting members only.

A note on nominations received:

* Max Baumann, Bruce Carnwell, and Deane Crabb were all invited to re-nominate for the positions they held prior to the National Executive motion declaring all non-voting positions vacant.

Supporting statements and other materials:

Various nominees provided supporting statements, resumes, or links to online CVs, etc. Where practicable I have consolidated that information below. Where that was not possible, they follow or are attached to this e-mail. A separate PDF duplicating this e-mail is also attached for easier offline reading.

Cast your votes here:

Select yes or no

NATIONAL SECRETARY - YES / NO Stuart Horrex
NATIONAL TREASURER - YES / NO John Davey
NATIONAL POLICY COORDINATOR - YES / NO Alex Bond
NATIONAL COMMUNICATIONS OFFICER - YES / NO Dr. James Page
NATIONAL JOURNAL EDITOR - YES / NO Elle Hardy
NATIONAL MEMBERSHIP OFFICER - YES / NO Drew Simmons
NATIONAL BALLOTS ADMINISTRATOR - YES / NO David Orr
NATIONAL RETURNING OFFICER - YES / NO Deane Crabb
NATIONAL FUNDRAISING OFFICER - YES / NO Paul Young
REGISTERED PARTY OFFICER - YES / NO Paul Morgan
SOCIAL MEDIA COORDINATOR - YES / NO David Elwood

Cast your votes here:

Select your preferred candidate

NATIONAL CAMPAIGN DIRECTOR

Dan Mc Millan

or

David Elwood

NATIONAL IT COORDINATOR

Paul Cole

or

Lee Murphy

NATIONAL DISPUTES CONVENOR

Troy Anderson

or
John Davey

Read the supporting statements:

NATIONAL SECRETARY

Single nomination - Stuart Horrex

I hereby nominate for the National Secretary role on the Australian Democrat's National Executive.

I'd direct members of the National Executive to my recent statements published in the NE election issue, and subsequent issues, of the National Journal. I'd also encourage National Executive members to view my online resume at LinkedIn here: au.linkedin.com/in/stuarthorrex and my online bio at About.Me here: <http://about.me/stuarthorrex>

Should there be any queries as to my experience, and my qualifications for the role, I make myself available at the Executive's convenience, and am always contactable via stuart.horrex@nsw.democrats.org.au, or [REDACTED]

Kind regards,
Stuart Horrex

NATIONAL TREASURER

Single nomination - John Davey

I wish to nominate for the positions of National Disputes Conveynor and the position of National Treasurer.

I am an admitted legal practitioner in the Supreme Courts of Victoria, South Australia and the Australian Capital Territory. I am authorised to receive trust monies as the principal practitioner in my firm and believe I would be suited for such a role. As a solicitor I have considerable experience in the application of procedural fairness to dispute resolution.

Yours sincerely,

John Davey BA (Melb), LLB (Syd), GCLP (UniSA)

Principal Solicitor/Registered Migration Agent 0851129

Herm Legal & Migration Services 1st Floor, 301 Canberra Avenue, Fyshwick ACT, Australia PO Box 2119, Oak Park VIC 3046, Australia Tel +61 3 9300 3349 Fax +61 3 8669 4322 Email: johnd@hermlegal.com.au

NATIONAL CAMPAIGN DIRECTOR

1st of 2 nominations - Dan Mc Millan

Please accept this as my formal expression of interest for the Campaign Director position.

Claims for the position:

I have extensive political campaign experience - working on several elections in my capacity as an Australian Democrats candidate, campaign manager and campaign worker in the Democrats and the ALP.

My professional background from military and government intelligence and threat and risk management has provided me research, analytical, problem solving and technical skills. These include Psychological Operations (Propaganda), and intelligence and risk assessments on specific target audiences - which I have used to positive effect in a number of election campaigns.

My experience as a candidate enables me to understand candidate pressures and needs to provide appropriate empathy and direction.

In recent years I have gained media management and advertising experience working on ALP Federal, State and local election campaigns. Media management is a crucial skill for an under-resourced Democrats campaign.

In 2012 I was the campaign manager for the ALP's Townsville Council elections. Only 5 weeks after the disastrous QLD state election for the ALP, I was successful in winning the Mayoralty and two councillor positions for the ALP with a budget of \$150,000. (My Mayoral candidate was the only non sitting ALP Mayoral candidate to get elected in QLD and one of only four ALP Mayors to be elected). My responsibilities included:

- Strategy development and planning
- Candidate training
- Candidate management
- Media management
- Online campaigning
- Policy development
- Financial management
- Direct engagement with principal donors
- Pre-poll planning and strategy
- Managing the Postal Vote campaign
- All aspects of campaign management

In the 2010 Federal election I managed the ALP postal vote campaign for the electorate of Herbert (QLD) and prepared and coordinated 30,000 postal votes and 100,000 related resident letters. During this election I also assisted in the

management of the pre-poll campaign. I gained access to ALP campaign strategy methods and have an understanding of ALP campaigning methodology which would benefit the Democrats.

I was the campaign manager for an independent NSW Senate candidate in 2007.

I have worked on a number of other campaigns as a worker or candidate such as: NT elections, NSW Upper House (Democrats), ACT elections (Democrats candidate), Federal election (Democrats candidate) and QLD State election.

These campaigns have given me a wide breadth of experiences to the benefit of the coming 2013 Federal election.

i am currently preparing a campaign strategy framework which can be used for the coming 2013 Federal election.

If the executive requires any further information or clarification please contact me on the number below.

Kind regards

Dan Mc Millan

NATIONAL CAMPAIGN DIRECTOR

2nd of 2 nominations - David Elwood

Relevant Experience:

See experience attached to nomination for Social Media Coordinator. I believe that the work done there is a great part of knowing the community well enough to build campaigns that they can appreciate, and portraying them in a way that will not be repugnant to general Australian values.

Education:

(Ongoing) Bachelor of Government, Politics and International Relations at Griffith University.

Nominating Statement:

As the unseen public face of the activities of this party for many months now, I have been able to observe public reaction to both Democrat events and general news stories. I have seen where they have been receptive and interested as well as where they haven't cared, or have been outright hostile, to an idea or campaign. I've seen the (many) opportunities that we have missed, and the many Democrat-Values conversations that we just haven't been a part of.

I believe that I know where we need to be to gain favour with the community and to portray ourselves as a party that still holds the values that Don Chipp (through the New LM and the Australia Party) founded us with.

We need to talk economics. We need to talk defence. We need to talk education. We need to talk equality.

The bread and butter of politics works in our favour, if we seize the opportunity.

It's not just talking about talking about these things. It's about being on the frontline. Showing up. Being there for a community in need.

We need committed and unified plans that can establish a framework for all divisions to make sure we're on the same page, and pushing the same message. Repetition creates memory, and if we're all saying the same thing consistently, people will remember us in the ballot box.

We need to sound like something people want. Framing is as important as the campaign. At this point in time, we fail at that terribly. I want to clean that up and make us presentable to the community and that is why I'd like your support for the position of National Campaign Director.

David Elwood

Any Questions? Email me at: [REDACTED]

NATIONAL POLICY COORDINATOR

Single nomination - Alex Bond

Please also see attached document titled: Supporting statement, Alex Bond - National Policy Coordinator.pdf

I ask that you consider this email as my nomination for the role of National Policy Coordinator.

Please find the attached document which is my supporting statement for the aforementioned nomination.

Kind regards,

Alex Bond

Communications Officer

Australian Democrats (SA Division)

alex.bond@sa.democrats.org.au

0420 361 946

NATIONAL COMMUNICATIONS OFFICER

Single nomination - Dr. James Page

I hereby nominate for the position of National Communications Officer (NCO). My bio is available on Wikipedia through searching "James Smith Page", although please note:

I hold training in journalism – major within BA, with the University of Queensland

Extensive publications experience

Prior experience as NCO, from 2009-2011

Currently Adjunct Associate Professor, Peace Studies, University of New England

My basic expectations and vision in working as NCO would entail the following:

From experience as NCO, it is important to undertake decisions whenever possible in concert with the National Communications Committee (NCC), of which the NCO is convenor.

My understanding is the NCO and NCC have oversight over "all IT matters", which most importantly includes what is posted on the website and social media.

Subject to NE approval and pursuant to the National Constitution, I would press for there to be wide representation on the above Committee – if possible including representation from the "NE minority".

My understanding is that the authority of both the NCO and NCC flows from NE and that NE is in fact the supervening authority.

Notwithstanding the above, my own recommendation is that NE would give the NCO and NCC reasonable notice of directives (say 28 days) in order to implement such directives in a practical way.

I would anticipate that social media responsibilities be delegated, with clear lines of reporting of problems to the NCO and NCC.

If appointed, my first priority would be to convene a teleconference of the NCC.

(Dr) James Page

Email: [REDACTED]

NATIONAL JOURNAL EDITOR

Single nomination - Elle Hardy

I wish to nominate for Journal Editor.

I have extensive experience in the creation and editorship of corporate documents for both high and lower-level consumption during my banking career. I am passionate about grammar and presentation.

I wish to continue Drew's legacy of driving member involvement in the journal (ergo the party) by seeking monthly submissions to answer questions and provide policies and opinions.

Thanks,

EH

NATIONAL MEMBERSHIP OFFICER

Single nomination - Drew Simmons

I wish to put my express my interest in the non-voting position of the Australian Democrats National Executive for Membership Officer.

I am currently the membership officer for NSW Division and have previously been the Chair of the Membership Working Group for New Mardi Gras which had over 10,000 members at the time.

I see the role as Membership Officer with the Australian Democrats of one which requires a number of elements:

- Working with State Divisions to alert them of membership which are about to expire;
- Develop, with the Membership Working Group, way to increase and retain membership;
- Working with Internal Communications Group to maintain regular engagement with the membership;
- Create an 'Exit Interview' process to understand why members do not renew or resign so the Party has a better understanding;
- Working with any candidates to make sure they have fair access to their relevant membership database and the information is up to date and correct.

I believe membership engagement is one of the most important matters going forward for the Australian Democrats.

Drew Simmons

NATIONAL BALLOTS ADMINISTRATOR

Single nomination - David Orr

I wish to nominate for the position of National Ballot Administrator. I am currently a NSW Division Vice President, NSW Representative to the YADs NE and acting NSW Publicity officer. I have been a financial member of the party since 2010.

I am currently employed at Qantas as a Safety Data Administrator. This role sees me processing all the Qantas Groups safety data information, from collection, processing, reporting and risk managing. I am also one of the rotating chairs of the Qantas Daily Operational Risk Assessment team that is responsible for risk rating and escalating safety occurrences to the CEO.

My work as an administrator requires a great deal of attention to detail and demands accuracy in the information I generate. I see many similarities in my role at Qantas with the role of National Ballots Administrator, and will apply the knowledge the skills I have learnt in my job to this role.

Should you require any additional information from me, please do not hesitate to contact me by telephone on 0410262695 or at david.orr@nsw.democrats.org.au.

Kind Regards,
David Orr.

NATIONAL RETURNING OFFICER

Single nomination - Deane Crabb

I am happy to be nominated as National Returning Officer, but not as National Ballots Administrator.

Thanks for your comments.

Deane

NATIONAL IT COORDINATOR

1st of 2 nominations - Paul Cole

I would like nominate for the position of IT Coordinator.

Best Regards,

Paul Cole.

Details of Pauls Cole's experience can be found here: au.linkedin.com/in/paulcoleau

NATIONAL IT COORDINATOR

2nd of 2 nominations - Lee Murphy

Please also see attached resume titled: Lee Murphy-resume2012.docx

I am writing to advise that I would be interested in working in the IT coordinator role for the democrats. I have a strong background in IT working for 7 years at IBM and currently working for Datacom in Melbourne. I would be interested in this role as it would give me a chance to take a greater role for the Democrats than I have done before in an area where I would be comfortable and knowledgeable enough to provide value to the party. I have attached my resume as well for review.

My previous roles have all been focused on infrastructure and managing/deploying large environments so I have experience with procedures around liaising with vendors, implementing solutions and resolving problems

I also have experience and knowledge of networking and other technologies and believe I can put this to use to serve the party as a whole. I have a strong love for the ideals of the democrats and while I have not previously taken on any responsibility within the party I believe that this one would be a great chance for me to do just that

If you have questions, feel free to call me on [REDACTED]

Sincerely

Lee Murphy

NATIONAL FUNDRAISING OFFICER

Single nomination - Paul Young

I would like to nominate as fundraising officer.

Here is a brief CV for my nomination.

I have been a member of the Australian Democrats for a number of years and have achieved much more than most in the organisation.

These include but not limited to,

- Re-establishing WA as a Division
- Being Endorsed as the WA lead candidate at the 2010 Federal Election
- Being WA State Secretary
- Being WA Presidents (acting) As I filled this position until we were able to have a ballot proper.
- Being A National Deputy President
- Being WA Deputy President

I have also put forward fundraising techniques that have the potential to boost both membership and funds within the party. It was my Idea, that when we contact the membership for fund raising that we target specific goals and request funds for that purpose and report back on the achievements of raising money for those funds.

I have two goals as fundraising officer, they are

- Increase the financial position of the Party
- Increase the membership

Membership and Fundraising sit side by side, more members means more funds from memberships, more funds means more ways to attract new members. Over the years I have built a repour with and relationships with potential donors, which I will use to help boost our funds entering the election cycle.

I have no problem with donating myself as without my donations to the WA Division, the Party in WA would be broke and not able to attend the events we have.

I am available for contact on

WA Time

NATIONAL DISPUTES CONVENOR

1st of 2 nominations - Troy Anderson

I am nominating for the role of National Dispute Resolution Officer.

I was an active member of the party during the 1990's, holding numerous positions on the NSW State Executive including being a founding member of YADs (NSW), State and Regional Organiser and senate candidate. Having recently re-joined I am extremely disappointed to see the level of destructive factionalism within the national executive and elsewhere. I do not know the history of it and I am not interested in it either. It must stop.

I am putting myself forward for this unenviable role in an attempt to bring a truly independent mind to any future disputes. I am a lawyer with 14 years litigation experience – nine years as a solicitor and the past five years at the NSW Bar. I practice in commercial and criminal law. My job is dispute resolution and I understand procedural fairness. I also recognise a vexatious complainant when I see one.

Let me make it clear: if I am elected to this position I will not interpret the parties dispute resolution processes in an overly legalistic way (which, curiously, is often a habit of the non-lawyer). I will interpret the provisions in the manner they are intended to be used, that is, to facilitate the resolution of disputes fairly, efficiently and with independence. It is a cliché in politics that if you cannot govern your own party that you cannot govern the country and we need to ensure that infighting does not prevent the party from growing the membership and income, pre-selecting quality candidates and training those candidates for the next Federal election.

I hope I can count on your support.

NATIONAL DISPUTES CONVENOR

2nd of 2 nominations - John Davey

I wish to nominate for the positions of National Disputes Conveynor and the position of National Treasurer.

I am an admitted legal practitioner in the Supreme Courts of Victoria, South Australia and the Australian Capital Territory. I am authorised to receive trust monies as the principal practitioner in my firm and believe I would be suited for such a role. As a solicitor I have considerable experience in the application of procedural fairness to dispute resolution.

Yours sincerely

John Davey BA (Melb), LLB (Syd), GCLP (UniSA)

Principal SolicitorRegistered Migration Agent 0851129

Herm Legal & Migration Services1st Floor, 301 Canberra Avenue, Fyshwick ACT, AustraliaPO Box 2119, Oak Park VIC 3046, AustraliaTel +61 3 9300 3349 Fax +61 3 8669 4322Email: johnd@hermlegal.com.au

REGISTERED PARTY OFFICER

Single nomination - Paul Morgan

Stuart, I understand that you are the person to contact about nominating for the position of Party Registered Officer, as noted in the previous email.

I would like to be nominated for that position.

I work in Canberra during the week as an Army Officer, and have a home in Sydney.

I was a member previously and dropped out, but have rejoined.

If you need any information from me, just let me know.

Cheers

Paul Morgan

SOCIAL MEDIA COORDINATOR

Single nomination - David Elwood

Relevant Experience:

Social Media Coordinator (Queensland Democrats)

Examples of Work at: <https://www.facebook.com/QueenslandDemocrats> and https://twitter.com/QLD_Democrats

Both accounts have seen marked improvement in numbers since my takeover.

Also a current executive member of the Queensland Division.

Handling of the Australian Democrats National Twitter and Facebook

<https://www.facebook.com/ausdemocrats> and <https://twitter.com/AusDemocrats>

Sadly I have been locked out of the National Twitter Account by some individuals and some of my work there was deleted. Anything from the 8th of September and backwards is undisputedly my own work, free from outside interference.

With this account I've worked both on my own initiative and under the directions of Party Officials regardless of my own stance on the issues (Assisting Interim Secretary Stuart Horrex and Former National President Darren Churchill) in the release of important party information.

Used these accounts to correlate party goings on, monitoring state and youth divisions for activity and sharing them along on the more frequented national counterparts.

Assisted in this capacity in the campaigns of several recent Democrat candidates, including David Collyer (in the Victorian seat of Melbourne) and Drew Simmons (in the New South Wales seat of Heffron). I made an effort to get in contact with both these candidates throughout their campaigns as well to offer my assistance.

Independently managed most of the public party disputes on the page, attempting to inform members during a period of great confusion, particularly after the purported resignation of Mr Darren Churchill.

Young Australian Democrats

The Queensland Delegate to the Young Australian Democrats Executive.

Involved (alongside Communications officer Andrew Starr and several others) in the administration of the YADs Social Media Accounts.

<http://twitter.com/ausyoungdems> & <https://www.facebook.com/youngaustriandemocrats>

More-so involved in the Twitter side.

Had YADs join in the Movember Campaign.

As part of the executive administration of the Young Australian Democrats and in other areas, I've had to make myself aware of several nuances in the constitution and party beliefs to be able to respond openly and freely to any inquiries without overstepping any boundaries.

Nominating Statement:

Throughout the past months of chaos and disunity, I have made it my mission to continue to work hard and put forward a positive face for the Australian Democrats. For all that has been going on, this party has still been out in the community doing good. As things stand, it can be too easy to forget that we have a job to do not only internally but also in the greater community.

Where I can, I've pushed the good works of several divisions in keeping the business running. Where I can, I've sought to lessen the impact of the troublemakers who are using the National Accounts to start conspiracies and spread dissent based on rumour and speculation. I've done my part in attempting to keep this party viable in the face of Crikey articles, power-plays and an incredible amount of snail mail.

Sadly, we've recently seen the National Twitter Account (@AusDemocrats) lost to reason. It has become a factional propaganda tool instead of doing its proper job, informing people as to the business of this party (to those who aren't members as well as those who are). There is a stark contrast between the behaviour of that account and those which are under 'my control' – and that in itself shows and need for level headed, positive and internally-neutral governance of these accounts. They cannot be used for this purpose, and if appointed I intend to make sure that they are never used as such.

Acting independently and under orders, I've done this job well. I can do so again.

David Elwood

Supporting statements end.

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Yours virtually,

Stuart Horrex

Australian Democrats

National - interim National Secretary; National Executive

NSW Division - State Organiser; State Executive

democrats.org.au



@StuartHorrex

about.me/stuarthorrex

Supporting statement, Alex Bond - National Policy Coordinator.pdf	Content-Type: application/pdf Content-Encoding: base64
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— Lee Murphy-resume2012.docx —

Lee Murphy-resume2012.docx	Content-Type: application/vnd.openxmlformats-officedocument.wordprocessingml.document Content-Encoding: base64
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— NEpostionsNov2012.pdf —

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ALEX BOND

Nomination for National Policy Coordinator

HISTORY...

I have been involved in politics in South Australia for almost four years. I started with the Democrats in 2009 but then spent a substantial portion of that four years in the Liberal Party.

Whilst in the Liberal Party, I held numerous branch level positions and represented the Kingston electoral college as a State Councillor.

I have participated in policy working groups and with Matthew Donovan, Liberal for Mawson 2010, lobbied the Party (successfully) to launch their own duplication of the Southern Expressway policy.



I returned to the Democrats in June, this year. I am committed to ensuring the Australian Democrats return to Parliament in 2013.

PLAN OF ACTION...

VISION

- The Australian Democrats have an opportunity to make a come back at the next federal election. We can once again be the balance of power.

However, this cannot be achieved unless we have economically responsible policies matched to our socially liberal platform.

I would, on appointment, immediately establish a working group to construct our 2013 Election platform comprising of the following two core elements;

- ECONOMIC RESPONSIBILITY
- SOCIAL LIBERALISM

DIRECTION

- This role is not to be the author of the entire suite of policies in the Australian Democrats' platform, but to oversee the construction of effective policy initiatives to be taken to the coming election.

We already have some fantastic policies that simply need refining, I will ensure that all policies are in line with our campaign strategy, and fit in to the aforementioned policy strategy.

CLOSING...

We are in a position to secure votes from all sides of the political spectrum, whether they be ALP/Green votes or the LNP votes, we have to offer policies that can be supported by all Australians.

We need to be in the now. Which means focussing on current issues, like;

- asylum seekers,
- gay marriage,
- cost of living,
- paid parental leave,
- women's rights,
- industrial relations.

These are all issues that have dominated public debate since the last federal election.

We need to move in a certain policy direction in order to secure support from important sections of the community.

If given the opportunity, I will oversee the development of a strategic policy platform to secure us enough support to get the Party back in to Parliament in 2013.

LEE MURPHY

OBJECTIVE

Seeking a leadership position in technical space working with server administration and projects and developing further my technical skills.

EXPERIENCE

Senior Windows/Citrix Engineer

September 2012 - Present

Datacom Systems Victoria Pty Ltd, South Melbourne, Victoria

Provide Level 3 support to Windows and Active Directory Server infrastructure as well as virtualized desktops and published applications in Citrix.

Achievements

- Developed Kiosk thin client images for Windows XP Embedded, Windows 2009 embedded and Windows 7 embedded for use on HP T5740 and T5740e devices in a Citrix Environment
- Performed on call work for Citrix and Windows issues including remediation of major issues almost immediately after starting at company
- Worked with Project services team to help in transition of Citrix environment in October to ensure smooth performance on Go Live
- Developed procedures for morning checks and manual remediation of these environments

Senior Server Support Professional, Windows 2003/2008

June 2007 – August 2012

IBM Global Services, Melbourne & Ballarat, Victoria

Provide after Sales BAU Support for Windows based servers on IBM, HP or VMware base virtual hardware as well as Active directory Domains including security compliance, problem remediation, patching and proactive improvements to the environment. Experience in this role includes Active Directory, Citrix XenApp and XenDesktop (Mainly XenApp) and Windowx 200x Server administration.

Achievements

- Supported 10 IBM clients including 3 Australian Government departments and Corporate customers and Deployed and Supported Windows 2000, 2003 and 2008 based infrastructure including physical and virtual servers.
- Performed onsite hardware replacement for IBM x series and HS21 Blade servers, and achieved targets for service level agreements resulting in ongoing contracts
- Worked on Active Directory, DHCP and DNS environments in Windows 2003 as well as performed Disaster Recovery for customers whose IT infrastructure has been impacted by natural disasters in recent years, resulting in effective risk mitigation for the customers
- Provided Problem solving assistance to clients Globally to implement and support managed environments.
- Worked as part of an on call roster providing out of hours support for our infrastructure. Performed changes and implementations as required by my customers
- Worked as SME for Citrix Presentation Server 4.0 and 4.5 and worked with support of

Skills

Windows NT 4.0
 Windows 2000
 Windows 2003
 Windows 2008
 Windows XP
 Windows 7
 Microsoft SCCM
 Microsoft SCOM
 Active Directory
 DNS Management
 and config
 DHCP support and
 config
 VMware
 WSUS
 Group Policy
 VB Scripting
 IBM Tivoli Storage
 Manager
 Citrix XenApp
 Citrix XenServer
 Citrix XenDesktop

Certifications

MCSE – Windows
 2003
 Citrix Xenapp 5.0
 Windows 2008
 CCAA
 Cisco CCNA
 MCITP – Windows
 2008 Server &
 Enterprise
 Administrator

XenApp 5 under Windows 2003

- Provided support to a Government department using Citrix XenDesktop including support and management.
- Deployed XenDesktop and XenServer for training purposes in Lab Environment while working in this role to help equip myself for CCEE Certification

Senior Helpdesk Consultant

May 2005 - May 2007

IBM Global Services, Ballarat, Victoria

Led helpdesk consultants in providing technical resolutions to many problems related to desktop environments. Resolved remotely problems in Lotus Notes, Microsoft Office and Windows XP where required including administrative tasks. Assisted my team in achieving a First Call Resolution (calls closed by helpdesk at a cheaper cost to IBM than referring them) of 83%. Was a major resource used by other helpdesk staff to resolve problems they couldn't resolve themselves.

Key Achievements

PROBLEM MANAGEMENT

- Provided expert support of the client's virtual desktop solution when they experience significant performance issues with Active Directory and File Servers. Worked closely with Microsoft and other vendors to improve performance and remediate the issues for the 5500 virtual desktop users
- Worked tirelessly to resolve a File Permissions issue that significantly impacted customer access to shared data. Spent 12 hours on a Saturday recovering permissions for this server when they stopped functioning
- Took over as Subject Matter Expert for customer's citrix environment (Presentation Server 4.0) after previous SME resigned unexpectedly. Provided a high level of support and recommendations leading to customer praise and positive reviews of the work
- Travelled to Canberra to assist in a critical situation for a Government client that resulted in major customer impact. Worked with teams from across Australia to assist in service restoration for the customer.
- Developed procedures for our clients that resulted in a reduction on Priority 1 issues of 20% for our clients year on year between 2007 and 2009
- Provided Round the clock assistance to remediate a server with a significant hardware failure, requiring replacement of its system storage and rebuilt of Operating system. Worked to rebuild the operating system and then restore the lost data from backup within the required SLA time

PROJECT WORK

- Oversaw and coordinated a major project for one of our clients to completely restructure their shared Folder storage in order to better suit their business needs including designing an automated process to reorganize the folders and copy the data to new locations
- Developed procedures around patching of our clients infrastructure including moving from a manual process to a semi automated and then a fully automated process including the deployment of the patching server and documenting the process
- Developed a new procedure for managing IP addresses to improve efficiency of our team
- Developed new technical wiki documentation system using sharepoint to allow other Wintel engineers in the team to learn from and contribute to process information and technical

documentation

- Built and Deployed a Windows 2008 R2 Patching Server for our customer that improved the reliability of patching and ensured smooth operation of the patching environment.
- Rebuilt a Windows 2008 R2 File Server after issues with the original build led to problems with use on server. Developed and executed a plan to ensure minimal impact to customer and a quick switch over of the server.
- Provided instrumental assistance to financial managers in my customer space in implementing a system that would automatically copy billing required information (such as CPU and disk usage) to assist in billing for server support and provide it to the appropriate service portal with no hands on interaction required.
- Built and service Activated Windows 2008R2 Domain controllers in virtual environment in a Windows 2003 AD environment

ACTIVITIES & AWARDS

Worked with IBM's Global community for volunteer work to aid Smiths family and Salvation army in 2007

Employee Bravo Award 2007 and 2008

IBM Thanks Awards 2008 – 2009

IBM Service Excellence award 2010

Performance Review 2+ - 2006-2008, 2010 , 2011 (Above Average)

Performance Review 1 – 2009 (Top Contributors)

Technical Skills

Citrix

Presentation Server 4.0, 4.5 – Production Experience

XenApp 5, 6.x (CCAA Certification) - Production Experience

XenDesktop 5 – Production Experience

XenServer 6 – Lab Environment Experience

Citrix Access Gateway 4.6.2 firmware – Production Experience

Windows

Windows 2000, 2003 and 2008 Production Experience (MCSE and MCITP Certified)

Active directory (DNS, DHCP, WINS, Domain and Forest Administration) – Production Experience

System Centre

SCCM 2007 – Lab Experience

SCOM 2007 – Production Experience (MS TS Certified)

Cisco

Routing and Switching – Lab Experience (CCNA)

Wireless – Lab Experience

VLANS – Lab Experience

ACLS – Lab Experience

VMware

ESX 3.5, vSphere 4.x – Lab Experience

Security Clearance

Australian Government Highly Protected (negative vet level 1)

Currently valid (expires 2015)

EDUCATION

VCE

1992 – 1997

St. Patrick's Secondary College, Ballarat Victoria

References

References Available on Request