FRANK TKAC

CONSULTANT PROFILE

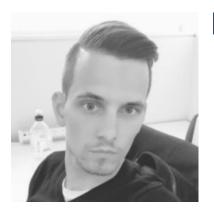## KEY SKILLS

- Network design, implementation, and operation
- Systems Administration and Monitoring
- Programming skills
- Capacity planning
- Data centre operation
- IT software and hardware troubleshooting
- Excellent documentation skills
- Exceptional written and verbal communication skills
- Information processing skills
- Requirements gathering skills
- Solution Architecture
- Change and Incident Management
- On-Call experience
- Project Management

OVERVIEW

Frank is a Network Engineer / Technical Consultant with over 12 years' experience in the IT industry, working in both permanent and consulting capacities. He has worked at sites across Australia with a strong focus on telecommunications and data centre facilities.

His experience is wide and varied, previously employed within the core networking team of Australia's second largest ISP. Today he is a Technical Consultant specialising in Network Design and Implementation, committed to helping business achieve their IT goals. Having developed and delivered network solutions including ongoing support to established and new businesses.

Frank also has lots of experience in Project Management and Documentation, including large projects spanning multiple states for some of Australia's largest service provides. He is no stranger to legacy networks and developing or implementing migration strategies.

Throughout his many years in the IT industry Frank has acquired a broad range of skills and experience giving him an excellent foundation for developing and delivering on client requirements. While predominantly focused on Networking & Communications, Frank has experience and is quite knowledgeable in other IT fields including Systems and Programming.

EXPERIENCE SUMMARY

- In his role as a Technical Consultant, Frank has assisted businesses with their IT requirements, primarily focussing on network solution design and network troubleshooting. He has helped to design and deploy networks in multi-storey office buildings for new businesses as well as provide ongoing support and troubleshooting for established ones.

- Frank has also leveraged some of his service provider background and designed a customer access network for one of Australia's larger aged care centres. Most recently he has helped businesses to get online and to set-up an online shopping experience.

- Primarily a project-oriented role, one of Frank's first assignments was to plan and carry out customer service migrations across Australia from recently acquired service providers and moving them into TPG's new national network. Later Frank would move on to auditing legacy data centres before developing a plan for shutting them down safely. In his time at TPG Frank produced detailed network documentation and hand over documents to ensure continued stable operation of services.

- In his Engineering and operational role at iiNEt, Frank was part of a small team responsible for the stable operation of domestic and global networks. These networks supported all iiNet's residential, corporate and government customers. Frank was also responsible for a number of projects, including the migration of services from legacy to new networks across Australia, identifying and removing duplication of services that resulted from business acquisitions, managing iiNet's DSLAM network, and developing and then implementing a plan to replace iiNet's aging DSLAM infrastructure nationally.

- Frank initially assisted with the operation of Adam Internet's DSLAM network, later he would go on to take over the project performing much needed upgrades on the aging infrastructure, adding automated health checks, and introducing a level of redundancy that was not available before. In this role he was responsible for the continued and stable operation of Adam Internet's network, and he was part of the on-call roster that would see him respond to all unplanned events 24/7. During this time Frank helped grow the network which underwent significant levels of growth in customer numbers, adding a new state of the art data centre and a new wireless network covering metropolitan Adelaide. He also worked with NBN Co. during the on-boarding process to get Adam Internet connected and was the lead engineer behind Adam's IPTV offering.

Fragile to Agile (Asia Pac) Pty Ltd
w: www.fragiletoagile.com.au
e: info@fragiletoagile.com.au
p: +61 8 7071 7017

Fragile to Agile

Suite 1103, Level 11
147 Pirie Street
Adelaide SA 5000