



OVERVIEW

Jeffrey is a highly motivated user experience advocate that thrives off customer interaction and satisfaction. He is hardworking and considers “being a good person” and “doing the right thing” some of his core values

Jeffrey has worked in the IT sector for over thirteen years and has a breadth of knowledge across many IT disciplines. He worked in various critical infrastructure enterprises that show a capability to exceed expectations in high stress situations.

Jeffrey was nominated and won several 'Customer Service' awards and is highly regarded in the Mobile Device Management (MDM) community by global companies such as Microsoft, Telstra, and Samsung.

Jeff has certificates III and IV in Network Security and IT, VMware Workshop ONE certificate in Integrating the Digital Workspace and is an Android Enterprise Associate.

KEY SKILLS

- Solution Design
- Solution Architecture
- Visio Heatmapping and Modelling
- Capability mapping
- Business Intent Identification
- Current State and Target State analysis
- MDM integration
- Android expertise
- Agile and Lean Methodologies
- Critical thinking and problem solving
- Leadership skills
- Adaptability
- Ability to multitask
- Effective time management
- Ability to work in a team
- Ability to work under pressure
- In-depth analysis skills
- Strong communication skills

QUALIFICATIONS

- Android Enterprise Associate
- VMware Workspace ONE: Integrating the Digital Workspace
- Certificate IV Network Security and IT
- Certificate III Network Security and IT

EXPERIENCE SUMMARY

- At Australian Rail Track Corporation (ARTC) Jeffrey worked as an architect and delivered a 3-year roadmap with indicative estimates of \$7.6 million in total expenditure. This included the following deliverables. A Business Capability Model, Business Intent Identification and Outcome based mapping, Current State Overlay, Target State Overlay, Solution Roadmap schedule and a Solution Dependency matrix.
- At Aged Care Housing (ACH), Jeffrey was engaged as a solution architect and a supporting member of the Technical Design Authority. He designed a cloud email to fax solution that will look at reducing paper usage, overhead costs, and lost time in travel for nursing staff. Using his MDM expertise, he was able to help simplify a highly technical Intune design flaw enabling executive management to make a decision that will see ACH move past current issues and use this tactical solution for at least two years.
- Solution Architect for Fragile to Agile implemented an Enterprise Content Management System, including participation in vendor and candidate solution scoring and selection. Creation of the conceptual solution design documentation. Planning for integration between various solutions including Azure AD and Azure Integration platform with enterprise CRM platform.
- At SA Power Networks Jeffrey was the primary Mobility Specialist. He provided options analysis, strategic design based upon business and user experience inputs, presenting prototypes.
- Jeffrey was a member of the Critical Response Team and solved the highest impact problems disrupting the business. Jeffrey led several workshops gathering business outcomes supporting a Field Device Migration project which was charged with transforming a paper driven process into a Digital Field Switching solution.
- Jeffrey developed a cloud migration strategy for a Mobile Device Management project, moving from Airwatch to Intune. Jeffrey supervised the technical implementation of this project, ranging from back-end infrastructure to device level profile configuration. This included the creation of an enterprise-wide migration plan that minimizes downtime for end users and aligns to all Australian Cyber Security Centre recommendations.
- Jeffrey has managed three thousand Airwatch devices ranging from device compliance, maintenance, and replacement to assessing new to market options. Jeffrey was the final point of contact for all variations to current and future designs.
- While working at Department of Environment and Water (DEWNR), Jeffrey was nominated to provide VIP support to the highest levels of senior management and was requested to oversee escalations from the Directors office.
- He formed a team of eight people tasked with replacing and upgrading over twenty thousand desktop machines state-wide, as well as replacing and installing backend infrastructure.
- Responsibilities included configuration and installation of riverbed devices, switches, server racks and SCCM Distribution points.
- At Flinders Medical Centre Jeffrey honed time management, client engagement and diplomatic competencies by dealing with tough stakeholders. This involved resolving, replacing, and recommending hardware replacement options current to the market while taking into consideration the users working environment.