

Curriculum Vitae

Name: Simon Shields
WorkPro CIN & PIN: 477674 / 18665
Australian Government Defence Security Clearance VID 8481

Education:

- (2005) – Netcool Impact Certification 2 Day Test Micromuse University Melbourne
- (2002) – ITIL Foundations Course TUSC Offices Amy Sanghera & Anita Biancotto Doncaster
- (2000-2006) – Netcool (Alarm Management Software Suite for Telecommunications Companies) Certified Consultant, and Trainer. Certified to Teach Netcool components Omnibus, Impact, Reporter, Probes. Omnibus Certification 2000, 2001 Netcool Certified Trainer 2001
- (2001) – Certified Netcool/Omnibus Consultant and Trainer Micromuse Netcool Solutions Doncaster
- (2000) – Core Java Development Les Parcell Melbourne
- (1993) – Computer Science Degree Monash University Gippsland
- (1981) – Bachelor of Applied Science Degree Majoring in Land Surveying Post Graduate Studies in Remote Sensing and Photogrammetry R.M.I.T. Melbourne Surveying
- (1975) – Higher School Certificate CBC St. Kilda

Professional Development:

- (2013) – IBM Tivoli Enthusiasts LinkedIn Group
- (2012) – HLTFA301C First Aid
- (2009) – Certificate III Fitness SRF30206
- (2009-2010) – Home-Trader Australian Financial Marketing Services Share Trading Training
- (2008) – MLM Success University - Training in writing Sales Copy, Creating Lead Generation Websites, Obtaining Targeted Leads through Search Engine Optimisation, Pay per Click (PPC), and Social Media, Closing Sales, Time Management
- (2008) – Diverse Marketing Thrive University - Training in Affiliated Marketing, Drop-shipping, Using Google AdSense and Ad words, Blogging finding and creating content, Finding products in demand, Creating the website, Making your ads appealing to customers and search engines, Determining profit margins, supplier relationships, Setting up meta-tags. Setting up Pay-pal for credit card payments
- (2001) – Oracle 2001 Oracle DBA Training

Work Skills:

- Excellent knowledge of several PC based operating systems, including Windows 2000, XP, Vista 7, Mac OS Lion and Linux (RHEL, CentOS, Ubuntu, AIX, HP-UX)
- Excellent knowledge of Windows Server 2003, including Active Directory
- Experienced in development of Web server using both Apache and IIS
- Experienced in development of Mail server using Both Linux and Microsoft Exchange
- Experienced in development of DNS server using BIND and Windows Server 2003
- Experienced in installation and configuration of Microsoft Communications server
- Knowledge and understanding of network security and encryption methodologies
- Experience in configuring firewalls (ie – IPtables, DMZ and port forwarding)
- PERL 5 scripting language Expert
- Experience in PHP scripting
- Experience in shell scripting including csh, ksh, bash, bourne shell, grep, sed and awk.
- Experienced at using Microsoft Office products
- Excellent problem solving and troubleshooting skills

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- Experienced at managing people in a team environment
- Well developed customer service and communication skills
- Project Management using Microsoft Project
- Excellent time management skills
- Experience in using call management systems for tracking and reporting service calls
- Ability to contribute as a valuable team member
- Ability to work unsupervised and remain calm under pressure
- Well developed electromechanical skills
- Excellent knowledge and experience of stock control and management processes
- Teaching Personnel Software particularly Netcool
- Documentation - Project Management using Microsoft Project, Detailed Design.
- Software Support/Maintenance/Recovery
- Software Integration
- Proof of Concept
- Liaising with companies
- Staff Management
- Product Knowledge

Employment History:

November 2012 – Current

Shields Enterprises

Overview:

Self Employed - Freelancing with Elance; Writing Software; Internet Marketing; Skills training; Worked on website creation, PHP integrated with MySQL Applications – xcode iPhone Application Development on Mac OS Lion Objective C Coding - Shields Enterprises

Position: Manager

Responsibilities:

- Developing, Testing and Implementation of Squeeze pages, email auto responder, Mysql Database. Monitor advertising statistics, document Project Proposals
- Document proposed Costings
- Project Schedule and Planning

Achievements:

- PHP MySQL project CRSS delivered.
- Development of my own PHP library of routines.
- Developed, tested implemented MySQL database for Sales Prospects, Purchases, Campaigns, Reports, Casesupporters, Casecategories and many more
- Proficient with Blender Computer Animation and GIMP (GNU Image Manipulation Program)

Technical Environment:

- Mac Lion Laptop, Linux WebServer, cPanel, phpMyAdmin

August - September 2012

Eirteic P/L

Overview:

Hired by IBM and Eirteic to install and implement IBM Tivoli's Netcool Maintenance Window Manager for the Bendigo Bank in Bendigo - Eirteic, IBM and Bendigo-Adelaide Bank - Bendigo

Position: Chief Project Engineer

Responsibilities:

- Included overseeing and implementation of the projects requirements and specifications. Ensuring that all customer expectations were met, within customer's times and budget constraints
- Document Detailed Design
- Attend Meetings ensure customer requirements are being met.
- Analyse Product and ensure all customer expectations can be met and delivered on time and budget.

Achievements:

- Understanding the customer's requirements and linking them to milestones on the project plan
- Creating the test platform and the working pilot model
- Refining customer requirements
- Completing detailed design documentation
- Ensuring all key performance indicators could be met by creating prototypes
- Creating Test Plans and Scripts linked with customer's requirements
- Installing the Maintenance Window Manager
- Customising the Maintenance Window Manager to meet the customer's requirements by creating Javascript scripts and impact policy rules files
- Testing and adding refinements
- System Testing Signoff
- User Acceptance Testing Signoff
- Final Sign-off
- Customer satisfaction report

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Technical Environment - Linux Platform for Tivoli Product Installs. Internet Explorer 8 and Firefox 3.6+ compatible on Windows NT Client.

Skills - IBM Tivoli Impact, Omnibus, HTML, Java, Javascript, TIP (Tivoli Integrated Portal).

March - December 2011

Eirteic P/L

Overview:

Hired by Eirteic to manage and install IBM Tivoli Netcool Omnibus, Probes, Impact and TIP for the National Broadband Network (NBN).

Position: Netcool Omnibus/TIP/Impact SME Release 1 & 2 Installation Team Lead

Responsibilities:

- Manage a team
- Manage and implement the installation, configuration and version control of IBM Tivoli Netcool Omnibus, Probes, Impact and TIP for the National Broadband Network (NBN)
- Ensure team KPI targets are met
- Conduct regular meetings with team
- Install multi-tiered Netcool Architecture
- Manage multiple releases
- Create a way to implement different releases on different sets of virtual linux servers

Achievements:

- Installation and implementation of stage 1 and 2 of the NBN's Netcool Alarm Management Multi-Tiered environments
- The creation of a perl program that automatically implemented and version of the Netcool Omnibus, Probes and TIP installation
- Ensuring installations occurred according to schedule
- Ensuring unit, system, sociability, user acceptance tests completed successfully
- Creation, and implementation of TIP tools using a combination of TIP, Omnibus, Javascript and Perl

Technical Environments:

- VMWare Virtual Linux Servers for IBM Tivoli Installations, Windows 7 and NT Clients running Explorer 8 and 9 for TIP and ITM and ITNM clients

Skills:

- IBM Netcool Omnibus, TIP, IMPACT, TIP and some ITM and ITNM skills in testing particularly sociability testing. Probe rule creation from MIB file and from IBM probe rules library

Years - 2010 - Part of 2011

Eirteic P/L

Overview:

Eirteic hired me to install and configure IBM Tivoli Netcool Omnibus, Impact, TIP, Probes, ITM and ITNM to monitor alarms coming from Downer EDI's new trains they were to buy from China. I worked in Downer's offices in North Ryde NSW

Position: Senior Netcool Consultant

Responsibilities:

- Install, Configure and Test IBM Tivoli Netcool multi-tiered installation for Downer EDI's train system
- Create Testing Documentation to cover each of the products being implemented
- Create Probe rules for the MIBS for the new devices used to monitor the new train's attributes such as speed, brakes, lights, temperature

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- Create TIP tools used to manage the Netcool implementation and to report on alarms
- Create Crystal Reports
- Ensure the alarms are being archived using Oracle gateway into Oracle database
- Create reports on alarms being archived
- Create the fields required in the alerts status table of Omnibus so all the required functionality can be met
- Create the impact policy files to ensure TIP tools can do their job
- Be available during testing to fix any bugs that are identified
- Ensure system is created and installed on time and according to the detailed design documentation

Achievements:

- Installation and configuration of Omnibus multi-tiered architecture in both the test and system environments
- Maintain and implement a proper change control process
- Installation of Impact 4. Creation and system testing of impact policies
- Installation of TIP's, creation and implementation of TIP tools
- Creation of Perl5 processes to create test data that adequately tested major functionality of the system
- Installation and testing of ITM and ITNM
- Ensure ITNM can discover Network Topology
- Ensuring all network firewall configurations have been made for the ports required by IBM Tivoli
- Configuration and testing of Probe rules
- Creation of Test data for all the tests
- Execution and sign-off of system and user acceptance testing
- Ensuring Test and system environments are the same or equivalent for all practical purposes

Technical Environments:

- Linux Intel Servers; VMWare servers
- Windows 7 Clients on PC's
- Ethernet network

Skills:

- IBM Netcool Omnibus, TIP, IMPACT, TIP and some ITM and ITNM skills in testing particularly sociability testing. Probe rule creation from MIB file and from IBM probe rules library. Perl and Javascript scripting and being able to read and understand Java code using in IMPACT policy files

January 2007 - December 2008

ShieldsEnterprises P/L

Overview:

Alcatel Lucent hired ShieldsEnterprises P/L as Netcool Consultant to train Telstra personnel on how to use the Network Service Assurance (NSA) product. This was a Netcool multi-tiered alarm management networked system used as a cross-domain manager created to sit over Telstra's existing alarm management platforms

Position: Customer Service Representative (Technician)

Responsibilities:

- Create tailored training program for various telstra personnel based on their experience and involvement with NSA
- Liaise with Telstra's trainers and ensure I adhere to their requirements and monitor their expectations
- Provide Netcool consultancy regarding architecture design and functionality

Achievements:

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- The creation of the training materials for the different groups of Telstra personnel
- Implementation of the training to Telstra Executives and alarm monitoring personnel
- Created prototype of the proposed architecture in Ubuntu VMWare on my laptop to create pictures to use in the training slides as the proposed training servers took a long time to be built by IBM.

Skills:

- Communication, Team-work, Documentation

Technical Environments:

- Microsoft Office
- Powerpoint
- Ubuntu VMWare
- Netcool Omnibus, TIP, Impact 4, Perl5, Free TDS, HTML, Javascript.

August 2005-January 2007

Eirteic P/L

Overview:

Employed by Eirteic to install, configure and document Netcool systems for their clients and to train Asian clients in how to use Netcool products

Position: Employed by Eirteic as their premier Netcool Consultant

Responsibilities:

- Install and configure Multitiered Netcool Systems for Eirteic clients including TIP, IMPACT, probes and any other product required in the design
- Configure probe rules for Telecommunication devices for Netcool Clients
- Perform training for National and International Clients in the use and functionality of Netcool suite of products
- Provide documentation as required
- Manage projects as required

Achievements:

- Perform Netcool training of Telstra, IBM, Cognizent, Tatra and other client's personnel in Asia, Australia, Singapore, Kuala Lumpur, Beijing, Tokyo and Indian cities Pune, Hyderabad, Mumbai etc.
- Configure Netcool systems for Eirteic's clients which included Telstra, Alcatel, Department of Defence, Downer EDI and others
- Perform certification exams for other Netcool Engineers wishing to be certified.

Skills:

- Programming Perl, Linux Bash, Javascript, HTML, Netcool Impact Java code, Netcool Probe Rules Code, TIP tools coding. Following specifications. Documentation. Writing Project Requirements and Architectural Design Documentation. Running Meetings. Project Management using Microsoft project. Writing Training manuals and documentation using Powerpoint and architectural diagrams using Visio
- Innovation where required especially in training environments where the infrastructure was not up to the standard

Technical Environments:

- Training environments in China, India and Kuala Lumpur were old PC's with limited RAM and slow microprocessors.
- Linux VMWare
- Windows XP

May 2000-August 2005

TUSC Computer Systems P/L Doncaster

Overview:

Employed by TUSC Computer Systems Doncaster (bought by Ericson 2006)

Position: Software Engineer**Responsibilities:**

- Make updates and test changes to the AMS (Alarm Management System) written in C, Fortran 77, HTML, Javascript and Perl
- Make and test updates to the DPM (Data Performance Management System) written in C, C++, Perl 5, HTML and Javascript
- Netcool Trainer and premier netcool support engineer for Telstra
- Install Netcool systems to be a cross domain manager for Telstra's GOC (Global Operations Center) to handle all their telecommunications PDH, SDH and Mobile alarms
- Provide first class senior support for Telstra's Netcool systems throughout Australia
- Train people on how to install, maintain and manage Netcool systems throughout Australia
- Take certification exams for other Netcool Engineers wishing to be certified.

Achievements:

- Performed certification exams for other Netcool Engineers wishing to be certified.
- Perform National Netcool Training for Engineers at Cliftons Training Facilities in Melbourne, Sydney, Canberra and Brisbane.
- Netcool Omnibus Expert Certification with Micromuse
- Netcool Impact Expert certification with Micromuse
- Installation, testing and configuration of Netcool multi-tiered architecture for Tesltra's PDH and SDH alarms
- National Training of Telstra personnel in Netcool
- TUSC award for providing excellent customer service to their premier client Telstra
- Configuration testing and implementation of probe rules to handle VPO and mobile devices
- Provided Failover installation and testing of Netcool systems for Telstra in QLD and VIC GOC
- Training of Telstra's maintenance support team
- Netcool Trainers Certification from Micromuse.

Skills:

- Innovation, Netcool Expertise, Learning, Training, Management

Technical Environments:

- VMWare Linux in Windows OS
- Solaris Unix on DEC computers

March April 2000

Diamond-Key International P/L

Overview:

Contracted by Diamond Key International

Position:

Employed to write a cache in C programming language

Responsibilities:

- Write a cache in C programming language for DiamondKey's petrol pump software

Achievements:

- A cache written and tested in C programming language using linked list and RAM
- Linked the cache routine into their existing software library

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- Successfully tested and implemented

Skills:

- C Programming Language knowledge
- Software Engineering skills

Technical Environments:

- Linux

March 1999-January 2000

IBM GSA Ballarat Contract

Overview:

Employed by IBM GSA to convert software for their clients to the year 2000 compliant by ensuring date's were configured with 4 digits for the year portion

Position: Contract Programmer Clipper SME

Responsibilities:

- Analyse client's software and test to establish whether the software will have problems when the year 2000 came. If the software has problems with handling 4 digit years then isolate required changes needed to enable the software to work correctly when the year became 2000
- Modify the software to perform correctly with 4 digit years
- Test the modified version to ensure all functionality was robust
- Implement new version
- Perform all necessary testing
- Teach customers how to use their new software and instruct and document changes
- Prove the software was now Y2K compliant

Achievements:

- Modified and upgraded all Victorian Transport Corporations software to be Y2K Compliant
- Re-wrote clipper software into Microsoft Windows Visual Basic versions adding a GUI interface

Skills:

- Software Engineering, Documentation, Training, innovation

Technical Environments:

- Windows 95, Windows 97, MSDOS OS's

1993-1998

Employed by Hobson's Park and Latrobe Regional Hospitals

Overview:

Employed by Hobson's Park and Latrobe Regional Hospital's to write software to help their clinicians and improve hospital system efficiencies

Position: Hospital Computer Programmer

Responsibilities:

- Identify inefficiencies in hospital processes and propose software systems to improve the hospital operations
- To design, create, install, configure and maintain all the hospital's software
- To network all the clinicians and have a central database of clinician contact data
- To control data forwarding to Government agencies of clinician contact hours

Achievements:

- Set up the slackware linux central intel server for the repository and forwarding of contact data
- Wrote installed and configured statistics program and modem program scripts to upload data to Melbourne servers at night.

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- Created the patient file tracking system
- Created the download and upload software system
- Networked Latrobe Regional Hospital computers with Ethernet and Windows 95 networking
- Set up Microsoft Windows computers
- Converted software to GUI interface Microsoft Access and MSQL

Skills:

- Teaching, Software creation, Systems implementation, Systems Design, Systems Documentation, Innovation

Technical Environments:

- MS-DOS 5,6 ; Windows 95,98; Microsoft Office Access, Word, Excel, Quatro Pro; Linux bourne shell

1989-1992

Monash University Gippsland Programmer

Overview:

Employed by Monash University Gippsland

Position: Systems Administration

Responsibilities:

- Manage the computer systems which included HP-UX, Linux, DEC, HP G3000, HP G9000, PDP 11, Micro Computer Networks
- Maintain and improve the Pascal email system written for the G3000 HP XL computers
- Manage all the computer peripherals which included line printers, plotters and computer terminals and PC's
- Manage backup's TAPE and Cassette
- Program develop and maintain the student registration system written initially in csh and converted to perl4 running on the HP-UX HP9000 720 computers
- Maintain and created SQL queries and reports on the student database running on Powerhouse IV

Achievements:

- Creation of the student registration system from a csh version converted and developed further using Perl4.
- Supported Monash lecturers and students by helping them use their terminals and PC's
- Enhanced Pascal email system to include attachments using uuencode and uudecode

Skills:

- Teaching, Programming, Maintenance, Innovation

Technical Environments:

- DEC Minicomputers, HP 9000/720 HPUX, HP 3000XL, PC-AT's, Terminals, Line Printers, Impact Printers, Tape Decs, TAPE and Cassette backup drives, Plotters.

Interests: Technology, Martial Arts, Philosophy, Art, Travelling, Computer Animation

Referees:

Deploy Partners <http://www.deploypartners.com/contact-us/> Colleagues

Noel McKeown

0450 112 246

Curriculum Vitae

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|----------------------------|-----------------------|
| Ben Bourke | 0409 640 441 |
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