

JOHN HARVEY

GENERAL SKILLS & ABILITIES

- Results driven professional with 20 years broad experience in Enterprise, Corporate and Government sectors, Outsourcing, Workers Compensation and Insolvency industries across technical support, engineering and contact center roles.
- Strong leadership and management skills, including a demonstrated capability to consistently exceed customer expectations.
- Highly developed communications skills, with a proven ability to build relationships and work effectively with a diverse group of people at all levels of a business.
- Outstanding support skills both face to face and phone based
- Team player who thrives in busy environments and high performance teams.

EXPERIENCE

REPRESENTATIVE INTERACTIONS – SUNSUPER

August 2017 – Current

- Busy contact center role embracing support for members and employers in superannuation environment.
- Comprehensive delivery and advice on superannuation and legislative topics including insurance in superannuation.
- Part of award winning high performance team
- Results focused and driven to succeed.
- RG146 Certified to provide General Advice in superannuation
- Experience in working with a flexible roster 7.30am to 8am on a rotating basis.
- Very high level of computer skills and competency.
- Thrive in difficult and challenging situations and with challenging customers and situations.
- Working as part of a broad multi-disciplinary environment to provided best in industry service delivery to members.

REPRESENTATIVE (CONTRACT) AT SUNSUPER

Dec 2016 – August 2017

- Working as part of a high performance contact center as Third Party adviser support on a contract basis.
- Processing of third party authorities into systems and notifications of process to financial advisers.
- Liaison with Financial Advisers and Para planners.
- Processing and completing financial adviser inbound and outbound calls as required and providing transactional information.

TECHNICAL CONSULTANT - BRISBANE CITY COUNCIL

2010 - 2012

- Managed technical delivery of migration services, as part of the Infrastructure Management Program. Platforms included Microsoft Windows Server 2000, 2003, 2008; Citrix Metaframe, Presentation server and Xen App; VMWare vSphere 4.0, esx, esxi.
- Build, Deploy and manage servers inside the virtualized VMWare environment and migrate physical servers managing process end-to-end collaborating with key stakeholders to ensure deadlines and key deliverables are met.
- Function as part of the Server Management BAU team and deliver server and systems support to SLA's
- Participate in projects as a resource and manage deliverables including documentation and project schedules.
- Migration of physical to virtual environments and servers (P2V)

SYSTEMS ADMINSTRATOR (CONTRACT) - QSUPER

2009 -2010

- Managed corporate Windows Server environment in a Business as Usual (BAU) capacity, within the Infrastructure and Operations Team.
- Platforms included Microsoft Windows; NT4 and 2003 AD domains, VMWare 4, Lotus Notes, Clustering, TSM and multiple business critical systems - in house and commercial.
- Performed day to day monitoring, maintenance and break fix work on Windows server environment and core applications, both physical and virtual hosts
- Data center operations; installation and configuration of servers, maintained data center integrity and documentation
- Performed project work, including build and configuration of new

environments

- Completed inventory of all hardware to consolidate asset registers
- Created and updated documentation, procedures and checklists
- Successfully managed VMWARE servers and hosts, as well as provisioning of new hosts from base and template builds
- Effectively supported web environments running on IIS 4,5 and 6 platforms
- Provided advice and assistance on best practices and directions for future growth

PROJECT OFFICER (TEMPORARY A05.4) QUEENSLAND HEALTH SOUTHERN DISTRICT

2009

- Provide phone support as part of Support Desk for Southern District Customers
- Managed daily server support tasks in a Novell 6.5 Environment and managed daily operations on multi node Novell clusters in multiple sites
- Provided security management and analysis, and user management, moves and maintenance
- Managed Groupwise server, including moves and repair on mailboxes and post offices and Novell iPrint
- Act as project resources as required

LEAD SYSTEMS ADMINISTRATOR – WORKCOVER QLD

2008-2009

- Managed core server environment of Windows and Netware servers. Ensured systems were always available for business continuity and worked with project migration team to move from a Netware/Groupwise environment to a Windows 2008/Microsoft Exchange platform.
- Performed in an 'on standby' capacity (24/7/365) as the primary point of escalation for all technical issues within the client after hours
- Managed and maintained 200 physical and virtual servers across multiple platforms and ensured stability and operation
- Implemented physical and virtual servers
- Provided technical support for Middleware environments running on SAS, Cognos, BEA Weblogic and Apache
- Acted as technical system owner for Technology One Ci Finance Environment and rolled out new components including payroll
- Participated in full and partial Disaster Recovery tests and

ensured these were delivered as required

- Maintained infrastructure and participated in capacity planning

LEAD SYSTEMS ENGINEER – MINCOM MANAGED SERVICES

2007-2008

SYSTEMS ENGINEER/SENIOR SYSTEMS ENGINEER – MINCOM MANAGED SERVICES

2005-2007

- Provided Microsoft based services to MMS clients.
- Provided technical leadership, guidance and workflow management to 6 technical staff and supported them with professional development, training requirements and knowledge transfer
- Planned and consulted with client and successfully carried out complex SAN upgrades
- Maintained daily workflow to deliver SLA compliance and ensured resourcing coverage for all after hours and project work
- Managed all aspects of change control process
- Collaborated with Service Delivery team to ensure client SLA's were met
- Maintained Disaster Recovery plans, performed DR testing to SLA and Legislative requirements and successfully lead disaster recovery situations which ensured timely resolution to major outages
- Owner of storage management systems for TransGrid including IBM SAN's and Tivoli Storage Manager
- Acted as Mincom technical representative for third parties and worked effectively with project teams to ensure efficient project delivery
- Applied new releases and patches to Operating Systems, Network Operating Systems, Applications and applied upgrades to environments
- Provide on-call support to MMS clients outside normal working hours
- Managed user security and system security
- Maintained Information System Disaster Recovery Manual and coordinated contingency tests
- Proactively provided maintenance, monitoring, problem diagnosis, correction and support of Microsoft technologies across the organization

TECHNICAL LEAD – KNIGHTS INSOLVENCY ADMINISTRATION

2004-2005

- Managed and maintained environment, provided full 3rd level support on all existing systems and software, established procedures and documentation on existing systems
- Developed and implemented a number of projects and provided strategic direction including management of ROI, Budgeting, establishment of Rollover plans,
- Expansion of offices and site relocations
- Implementation of eDRMS systems and practice management system
- Re-negotiation of VOIP contract
- Development of a strategic focus for the corporate IT functions within the company.

SENIOR NETWORK ADMINISTRATOR (FIXED TERM CONTRACT) – BRISBANE CATHOLIC EDUCATION

2003-2004

- Catholic Education provides a large full service environment that includes a Microsoft Exchange installation of over 6500 mailboxes and 100+ sites in a single domain with enterprise security and administration rights.
- Replaced existing administrator to allow resources to be dedicated to a network redesign project.
- Documented existing infrastructure and systems and provided technical leadership and training to a team of 3-4 systems administrators and support staff.

REFERENCES

PROVIDED ON REQUEST