

Sam David Burney

Address: 3 Hilltop Avenue, Ridgehaven SA 5097

Phone: 0404 623 023

Email: sburney@sifnt.net.au

Profile

Experienced and innovative IT Manager with system design and development skill in multi-site operations. Proven ability to select and implement technologies that dramatically decreased business operating costs and/or enhanced performance.

Seek to build on existing IT management skills and increase my technical expertise whilst contributing to business objectives.

Demonstrated Skills and Experience

I have demonstrated ability to provide whole solutions, from the conception and planning stage through to execution and maintenance of the finished project.

Systems Design

- Have quoted, designed and built network solutions for more than 10 small business clients
- For a small multi-national company I have planned, developed and built voice and data networks in 3 Australian and 2 Indonesian offices, including the interconnection of those offices
- Have designed large interconnected Asterisk based IP PBX systems, including the selection and configuration of a number of different VoIP, Fixed Line and Mobile providers to give the lowest available call cost to all destinations

Software Development

- Analysed a business need, consulted with users and developed a web application to improve R&D workflow
- Developed and maintained a web-based Company Intranet system to allow users instant access to the tools they require to share and access required information securely from any internet-connected computer
- Developed tools to configure and maintain Asterisk based telephony systems and hardware including integration with Mobile phones
- Built a web-based VoIP PBX administration system to manage the provisioning and maintenance of hardware and user management
- Developed dynamic websites for more than 10 small business and not-for-profit clients

Installation and Maintenance

- Installed new computers, server and networks in environments ranging from 2 to over 60 people (Single site to multinational)
- Maintained systems locally as well as interstate and overseas using a variety of remote access technologies

Troubleshooting

- Experience troubleshooting hardware, software and networking problems in a number of different technical and business environments
- Experience since a young age
- Able to use software and other tools to diagnose faults, including *ping*, *traceroute*, *nmap*, *bind*, routing tables, cable tracers, etc...

Customer Service

- Developed a customer service orientation in many industries and roles, interacting with customers from all walks of life and various ethnicities
- Skilled at communicating technical concepts to non-technical people, in person, over the phone and by email
- Supported over 60 users in a corporate environment and over 50 clients in a consulting environment

Management, Communication and Training

- Managed the priorities of multiple projects for multiple stakeholders simultaneously,
- Communicated in environments where vocabulary is limited, including users in China, Indonesia and India
- Managed a small IT team and operated in a consulting environment with multiple staff
- Ability to explain technical information in a non-technical manner at all levels
- Trained users in the use of a number of in-house business applications

Commercial Acumen

- Cost conscious, managed a number of projects to budget
- Cut the total telephony costs for a multisite organization by over 60%
- Lowered the capital and running cost of ownership of new server installations overseas by using virtual machines

Technical Familiarities

Operating Systems

- All Microsoft Windows Operating Systems, including client and server editions
- All major Linux distributions (Including Gentoo, Debian, Ubuntu, Red Hat, SuSE etc...)
- Apple Mac OS X
- FreeBSD in a server environment
- Familiarity and training with Novell NetWare 6
- Server virtualisation using Xen, KVM, VMWare Server and ESX.

Business Applications

- Microsoft Office (Up to and including 2007) applications including Word, Excel, PowerPoint, Access, Publisher and Outlook
- Trend Micro OfficeScan Client/Server Antivirus/Security products
- Symantec Backup Exec
- Backend database software including MSSQL, MySQL, PostgreSQL and Pervasive.SQL
- Microsoft Exchange 2000, 2003 and 2007

Web technologies / Scripting

- PHP 4/5
- Multi-platform/Browser operability using (X)HTML, CSS and JavaScript and conformance to open standards
- JavaScript libraries including Prototype and jQuery
- SQL
- Shell scripting
- IIS and Apache

Networking

- Hardware including switches, routers and 802.11 wireless from various vendors such as Cisco, FortiNet, Linksys and Netgear
- TCP/IP based LAN protocols including DNS, DHCP, HTTP/HTTPS, FTP, SMTP/POP3/IMAP4, etc...
- Routing protocols including RIP, OSPF and EIGRP
- VPN protocols including PPTP and OpenVPN
- Out of band management via Dialup and 3G broadband connections

Telephony

- Fixed line technologies including PSTN and ISDN
- Cellular wireless including handsets and fixed terminals
- VoIP protocols including SIP and IAX2
- PBX systems including Key systems and the Asterisk IP PBX
- VoIP hardware including
- Desk Phones from vendors including Snom, Aastra, Linksys and Polycom
- Analogue Telephone Adapters
- Fixed Cellular terminals from vendors including Ericsson and 2N

Employment History

July 2009 – Present: Systems Administrator; Australian Semiconductor Technology Company (ASTC) PTY LTD (Consulting, Software Engineering)

July 2006 – June 2009: IT Manager; Taste Master PTY LTD (Manufacturing)

Responsible for IT Management, Systems Development and Integration for a high-growth multi-national organisation.

- Managed a small team
- Developed, installed and maintained an Asterisk based Voice over IP PABX network at 5 sites
- Developed a web-based company Intranet including tools used for product development and a sales portal
- Co-ordinated upgrade from Windows/Exchange 2000 to Windows/Exchange 2003
- Responsible for Microsoft Windows servers and workstations across 3 national and 2 international offices
- Responsible for Linux based Voice and Web servers across 3 national and 2 international offices
- Responsible for developing and deploying networks and systems at new sites nationally and internationally

September 2005 – June 2006: IT Engineer; Pride Computer Systems (IT Consulting)

- Part of a team of consultants responsible for over 50 clients of various sizes across several industries.
- Worked with clients pre-sales to determine the best solution to suit their needs
- Developed and quoted on solutions
- Co-ordinated upgrades from Windows/Exchange 2000 to Windows/Exchange 2003 for several clients
- Developed and installed Microsoft Windows and Linux based solutions

April 2004 – August 2005: IT Support Technician; Taste Master PTY LTD (Manufacturing)

Responsible for the administration and maintenance of a 20 workstation network

January 2003 – December 2004: IT Technician and Retail Sales; Inspect-a-Gadget (Retail)

Responsible for building and installing computers and diagnosing customer computer faults

2001 – 2003: Courier Driver, SA Country; Independent Express

1999 – 2000: IT Technician; Virgin Computers and Internet Services (Retail)

Responsible for building and installing computers and diagnosing customer computer faults

Personal Attributes

Self motivated

- Previously required to work with minimal supervision or direction
- Took initiative in solving user problem without direction from superiors, by developing a business applications which improved workflow throughout the company
- Pro-actively sought and developed solutions for problems which were not yet apparent

Team player

- Have worked both as a manager of a small IT team and in a consulting environment with multiple staff
- Have worked with an overseas software development team on a large-scoped project

Strong Work Ethic

- Often went the “extra mile” to finish administrative, implementation and maintenance tasks

Education

2004 – 2005 Diploma of Network Engineering; TAFE SA

- Received a Distinction for the majority of the course
- Included official training for the following vendor certifications:
- Microsoft: MCP and MCSE
- Cisco: CCNA
- Novell: CNA
- CompTIA: A+

1999 – 2000 SACE Stages 1-2; Heritage College SA

Interests

I have had a passion for IT from a young age, and I enjoy web programming and server/network administration as a hobby as well as a profession.

I enjoy driving recreationally and working on cars. I also enjoy hiking/bush walking and swimming. I love travelling and visiting new places, especially learning about a place’s history and culture.

Referees

Mr Mark Pitcher, Phone: 0414 611 032	Finance Director, Email: markp@tastemaster.com.au	Taste Master Pty Ltd
---	--	----------------------

Mr Andrew Fotheringham, Phone: 0412 441 844	Managing Director, Email: andrewf@tastemaster.com.au	Taste Master Pty Ltd
--	---	----------------------

Mr Stephen Wong, Phone: 0414 289 823	Managing Director, Email: stephen@pridesolutions.com.au	Pride Business Solutions
---	--	--------------------------