

Roy Connor

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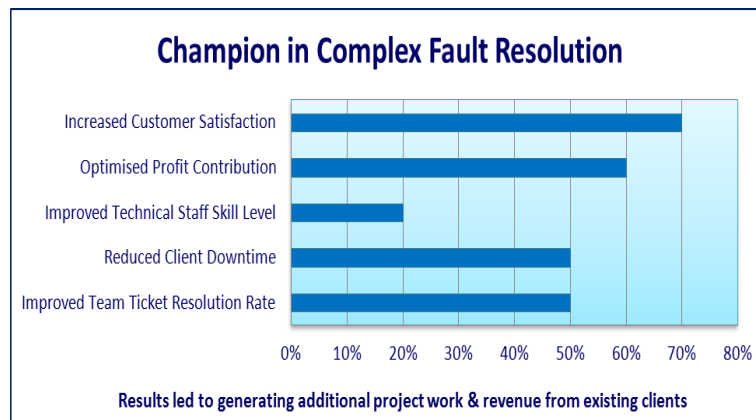
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CISCO CERTIFIED SOLUTIONS ARCHITECT

--- Plans & drives outcomes that are improvement focused within a pre-sales environment ---

Solutions Architect with a verifiable track record of identifying inefficiencies, optimising profit contribution, improving performance & improving customer retention by assessing options to ensure solutions are a 'fit for purpose' in complex infrastructure & application environments.



A passion for delivering technology based business benefits to clients, a professional-engineering mind set & a deep knowledge of technology and engineering fundamentals sets Roy apart.

AREAS OF EXPERTISE

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Cost Analysis | <input checked="" type="checkbox"/> Routing & Switching Solutions | <input checked="" type="checkbox"/> Project Management |
| <input checked="" type="checkbox"/> Infrastructure Solutions | <input checked="" type="checkbox"/> Client Liaison / Collaboration | <input checked="" type="checkbox"/> VoIP Solutions |
| <input checked="" type="checkbox"/> Solutions Architecture | <input checked="" type="checkbox"/> Vendor Management | <input checked="" type="checkbox"/> Support Management |
| <input checked="" type="checkbox"/> Business & Systems Analysis | <input checked="" type="checkbox"/> IT Service Delivery | <input checked="" type="checkbox"/> Team Building/Leadership |
| <input checked="" type="checkbox"/> System Planning & Design | <input checked="" type="checkbox"/> Migration & Implementation | <input checked="" type="checkbox"/> Training & Knowledge Transfer |
| <input checked="" type="checkbox"/> Network Performance Solutions | <input checked="" type="checkbox"/> Business Systems Management & Migration | <input checked="" type="checkbox"/> IT Infrastructure & Services Management |

EDUCATION & QUALIFICATIONS

Master of Electrical Engineering (Digital Communications) – UNIVERSITY OF TECHNOLOGY, SYDNEY (2001)

Bachelor of Electrical Engineering (Electronics & Communications) – UNIVERSITY OF NSW (1996)



Certifications:

- | | |
|---|---|
| <ul style="list-style-type: none">▪ Cisco Certified Network Associate (CCNA)▪ Cisco Certified Design Associate (CCDA)▪ Cisco Advanced Wireless LAN Account Manager▪ Cisco Certified Sales Expert▪ Cisco Routing & Switching Solutions Specialist▪ CCIE Routing & Switching▪ Technology Standards & Protocols for IP Telephony Solutions Certification | <ul style="list-style-type: none">▪ Cisco Certified Network Professional (CCNP)▪ Certified SonicWALL Sales Expert (CSSE)▪ Certified SonicWALL Security Administrator (CSSA)▪ Cisco Qualified Network Management Specialist▪ Cisco Lifecycle Services Advanced Certifications (several)▪ Cisco Routing & Switching Solutions Systems Engineer |
|---|---|



Security: Secret Level Security Cleared

Specialisation: Routing & Switching ♦ LAN/WAN ♦ Frame Relay ♦ Ethernet ♦ Gigabit Ethernet ♦ VoIP ♦ Network Security ♦ Cisco ASA ♦ Sidewinder Firewalls ♦ SonicWALL Firewalls ♦ Prognosis IPTel Tools ♦ Openview ♦ StateSeeker ♦ CiscoWorks ♦ Cisco WAAS ♦ MS Windows 2000 & XP

Protocols: RIP ♦ EIGRP ♦ OSPF ♦ BGP ♦ VLANs ♦ QoS ♦ VoIP ♦ IPSEC ♦ DMVPN

PROFESSIONAL EXPERIENCE

TELSTRA – Sydney, NSW

Dec 2006 to Present

Consulting Architect

Promoted, taking a technical lead in projects and consulting with clients on how to improve network performance. Delivered improvements in customer retention, profitability, network performance and project outcomes by providing technical advice to project managers in developing project plans; acting as an interface to resolve project conflicts and issues; and identifying and rectifying bottlenecks affecting critical business applications.

HIGHLIGHTS

- Optimised profit contribution by 60%.
- Improved network performance & project outcomes.
- Received GM Award for obtaining Cisco certifications & maintaining Gold Partnership.

RESULTS / ACCOMPLISHMENTS:

- **Revenue Growth:** Generated a 100% increase in sales by involving architects/senior engineers in the solution sales process - interacting with sales on account approach strategies, and providing technical discovery/requirements for both new accounts as well as growth opportunities with existing accounts.
- **Performance Awards:** Nominated for outstanding performance awards for involvement in two key company projects as Technical Lead with increasing project management responsibilities in recognition of performance, improving stakeholder relations and increasing efficiency.
 - **Electoral Office Services (EOS):** Transitioned 260 parliamentary offices Australia wide to Telstra's newly built advanced core network 50% under budget and 3-months ahead of schedule with less than expected outage time.
 - **Medicare Australia (MCA):** Reduced project costs by 30% and eliminated scheduling issues by improving procedures for the transitioning of 250 offices to Telstra's newly built advanced core network. Project delivered 1-month ahead of schedule with minimal downtime.

Increased efficiency by 150% for both projects by introducing TCL Scripting to re-configure routers at remote locations during transition projects.

- **Project Requests:** Optimised profit contribution by 60% through continual client requests to work on projects following ability to identify points of inefficiency, improve performance and enhance network security. Clients included EOS, MCA, Australian Fisheries Management Authority, and Department of Treasury.
- **Process Improvements:** Increased customer service and satisfaction by identifying gaps in the MAC (Moves, Adds, Changes) process and recommending solutions to make the delivery of MACs requests a smoother, efficient and more cost-effective service. Process was adopted as a company benchmark.



TELSTRA – Canberra, NSW

Aug 2004 to Dec 2006

IP Solutions Architect / Analyst

Appointed as Team Leader within 3-months in recognition of performance, commitment and ability to quickly resolve complex network faults. Managed and prioritised multiple troubled tickets and projects and assisted in the ongoing evolution of procedures to drive improvements in customer retention, network performance, ticket resolution rates and staff knowledge / performance.

HIGHLIGHTS

- Recognised as champion in complex fault resolutions.
- Reduced downtime by 50%.
- Improved ticket resolution rate by 50%.

RESULTS / ACCOMPLISHMENTS:

- **Troubleshooting:** Achieved a personal ticket resolution closure rate of 95% (the highest among Tier II staff) and increased Tier II department ticket closure and resolution rate from 30% to 80% through knowledge sharing and documenting procedures for junior staff.
 - Resolved and recommended solutions for data communication, VoIP, and network security.

PROFESSIONAL EXPERIENCE CONTINUED...

- **Network Solutions:** Improved client network performance by up to 30% by recommending appropriate device and bandwidth upgrades following analysis of monthly data from network devices and communication link's utilisation. New solutions proactively resolved problems before evolving.
- **Technical Leadership:** Improved technical staff skill level by 20% and reduced occurrence of recurring issues by 30% by identifying skill gaps and providing knowledge transfer on core recurring issues.



AUSCO PTY LTD – Sydney, NSW

Feb 2002 to Aug 2004

Senior Network Engineer

Promoted, managing infrastructure and improving system and network efficiency by identifying bottlenecks and implementing solutions. Oversaw the delivery and maintenance of Ausco's corporate network and continued network service improvements by continually reviewing areas of concern, identifying improvements and resolving bottlenecks.

HIGHLIGHTS

- Promoted to Senior Network Engineer within 2-months.
- Improved customer retention/support.
- Spearheaded seamless NOC migration.

RESULTS / ACCOMPLISHMENTS:

- **Client Support:** Reduced support calls by 50% by improving on configurations and processes and providing a quality of service that set the benchmark within the organisation. Included re-configuring VPN devices to best practices and documenting client networks.
- **Data Management:** Supported the seamless flow of client information throughout their organisations and the sharing of critical and time-sensitive information through the design, implementation and support of data networks utilising customer data management best practices.
- **Project Leadership:** Led team of 6 in seamless migration of NOC (Network Operations Centre) to new location with zero downtime to customers. Oversaw all aspects of project from roadmap for development and planning to implementation. Individual projects included:
 - Configuring SonicWALL security appliances for new installation, ensuring they interoperated with multiple vendor firewalls.
 - Improving network security through network vulnerability assessment and risk management.
 - Remotely managing security / VPN appliances with SGMS (SonicWALL Global Management System).



DATA COMMUNICATIONS MANAGEMENT (DCM) PTY LTD – Sydney, NSW

Jan 1999 to Feb 2002

Implementation Engineer / Project Coordinator

Improved client outcomes and generated new project work by being an integral member of the delivery team on multiple data network projects with large enterprise clients. Coordinated projects; liaised with internal and external stakeholders; developed project plans and performance guidelines; and provided field support to senior NOC engineers for new installations and routine faults.

RESULTS / ACCOMPLISHMENTS:

- **Business Growth:** Generated additional project work and revenue (30%) from existing project clients by identifying and providing solutions to broad, complex and critical work and recommending options to achieve value-added results. Received commendations from customers on performance.

PROFESSIONAL DEVELOPMENT

Business: Finance for Non-Finance Managers ♦ Business Writing ♦ Project Management Methodology (PMI)

Technology: Advanced VoIP Technologies ♦ WAN Optimisation ♦ Cisco Networks ♦ Cisco IP Telephony ♦ Prognosis IP Telephony Readiness ♦ Compuware's Application Vantage Training ♦ Cisco Technology Solutions ♦ Operating Juniper Networks J-Series Routers ♦ SonicWALL VPN/Security Product Training

Strategy Explanation

This client approached me as he wanted to apply for Cisco Solution Architecture roles within another company

Like most tech people, he listed his technical skills but when it came to his contributions and achievements there was just nothing there. It took a bit of questioning to get and bring the information out but once we did, we were able to brand him as fault resolution champion.

To stand his resume out from the average tech person, I incorporate a graph to highlight information and break up the written word. As he was applying for Cisco related roles, I then followed this with his education and qualifications.

The next couple of pages were then developed to support the information contained in the graph, initial profile and branding statement – that is identifying inefficiencies, optimising profit contribution, improving performance and improving customer retention by developing 'fit for purpose' solutions.

The objective was to provide him with a strong application, showcase his skills, contributions and achievements, and leave no doubt in a potential employers mind about his ability to perform this type of role.