

RÉSUMÉ

Adam John Fakes

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Marital status Single

Driver's license Class C (QLD)

Citizenship Australian Citizen

Birth Place Belmont, NSW

Health Excellent. Non-Smoker

Interests Marathon running



MISSION

**To develop systems & software that exceed
client expectations.**

TECHNICAL SKILLS

Languages	C#, .Dot Net Framework HTML, JavaScript PHP, SQL Visual Basic .NET Lotus Notes Domino, Oracle PL/SQL Java, Perl, Visual Basic, VB Script
Database	MySQL, MS-SQL Server, Microsoft SQL Server Reporting Services MS-Access, various internet Content Management Systems (CMS) Oracle 8i & 7, Lotus Notes Domino R6 / R5 / R4
Point of Sale	Computer (PC) interfaces to Cash registers, weighbridges & traffic control systems
Operating Systems	Microsoft Windows Server 2003 / 2000 / NT Linux workstation and servers Microsoft Workstation (Vista, XP / 2000 / NT 98 / 95)
Internet Technologies	SMTP Mail servers, HTTP (Apache, IBM, Domino, IIS), FTP, Proxy Servers, TCP/IP Microsoft SQL Server Reporting Services Browsers, Email, Search Engines

NON-TECHNICAL SKILLS

Communication (Verbal & written)	Corporate & governmental report writing End-user support, Interteam, intrateam, 3 rd party vendors, Executive management.
Training	End-users, new team members.
Management	Team leading, small project management.

EDUCATION

Continual self study into all facets of computing, from hardware & software development though to IT system design and support best practices

2006- Current	Currently studying Bachelor of Science, major Computer Science
2003 February	Principle Certified Lotus Professional (PCLP) - R5 Certified Lotus Professional (CLP) - R5
1998 September	Certified Lotus Specialist (CLS) - R4
1994 July	Diploma of Computing Studies, Newcastle University
1990 December	HSC Whitebridge High School – Newcastle, NSW

PROFESSIONAL EXPERIENCE

- JUN 06 – current** **CSIRO Sustainable Ecosystems** (*Federal Government*)
(*Commonwealth Scientific and Industrial Research Organisation*)
Software Engineer (Technical Support Officer)
- Requirements analysis - documenting user requirements with a focus towards software development or GIS dataset creation.
 - Presentation & report writing – created XML / software engineering presentation and presented to academics and general public. Writing of milestone reports for scientific funding bodies.
 - Software Development – development of environmental models, design, development & implementation of a heterogeneous modelling environment.
 - GIS (Geographic Information Systems) - analysis of data to produce geographic datasets and cartographic imagery.
- JUN 06 – JUL 06** **CityofCairns.com** (casual)
Web developer
- Design and development of web sites using PHP, MySQL, HTML and JavaScript
- FEB 06 – JUN 06** **Database / Web Programming** (contracts)
via the internet
- Specialising in web development with PHP, MySQL, HTML and JavaScript
- MAR 04 – JAN 06** **WSN Environmental Solutions** (previously Waste Service NSW)
Senior Analyst / Programmer
- **Helpdesk** – General Office and Email application support for over 200 users across 14 sites.
 - **System Administration** – including Windows 2003 / 2000 / NT Citrix and file servers and a Lotus Notes / Domino cluster with email and spam filter management
 - **Software Development** – report design and management using Crystal Reports, Lotus Notes and Microsoft .NET including a web enabled Survey / Quality Management system.
- MAY 03 – MAR 04** **Salvation Army.** (contract)
Senior Analyst / Programmer - Lotus Notes / Domino
- Redesigned an existing multi-site, notes client, application into a centrally based Notes Client / Web Browser intranet application
 - Enhancement and creation of new functions in many other notes databases.
 - Designed, Lotus Notes warehousing system to manage the specific storage needs of the Army.

PROFESSIONAL EXPERIENCE

APR 03 – MAY 03 **Aspect Computing.** (contract)
Senior Analyst / Programmer - Lotus Notes / Domino
On site at Eli Lilly, West Ryde.

- Modifications of existing Purchasing / Procurement system.
- Developed AS400 integration component
- Documentation of changes and how they affect current and future data entry.

AUG 00 – JAN 03 **IBM Global Services.** (contract) On site at MLC, North Sydney
Senior Analyst / Programmer - Lotus Notes / Domino

- **Password encryption system** - Worked with an external company to develop a Lotus Notes Domino / Perl LDAP interface to capture passwords from a Domino web site and store as SHA-1 digests.
- **Investment Management process software** - Designed, prototyped & implemented a Domino intranet site to replace a complex financial allocations spreadsheet.
- **IBM Proposal team** - Worked with senior IBM project managers to create a proposal for the conversion of mlc.com.au from Domino to Web Sphere.
- **Disaster Recovery Planning** - Worked with MLC & IBM technical support to create disaster recovery plans for mlc.com.au, and run simulated disasters.
- **Domino Version Control Tool** - Created a Lotus Notes design element version control, configuration management and deployment tool.

APR 00 – AUG 00 **David Jones Ltd.**
Senior Lotus Notes Developer

- Complete software development life cycle for a Lotus Notes mail archiving system, using near on-line (DVD) and off line storage.
- Development of UNIX to Notes mail routing agents.
- Code fixes to, and documenting of existing Lotus Notes Change Request system.

PROFESSIONAL EXPERIENCE

**MAY 96 –
APR 00** **IBM Global Services Australia**

Apr 99 - Infrastructure Support - Technical Analyst (Sydney, NSW)

- Develop integrated Domino, SYBASE, and Intranet reporting utility.
- Designed and implemented Domino driven intranet 'Customer Satisfaction Survey' system.
- Configured and Maintained Notes Domino Server for Intranet and Internet Applications.

Dec 98 - Payroll Support - Team Leader (Sydney, NSW)

- Implemented problem determination procedures turning a 'Call Centre' into a Help desk.
- Analysis and improvement of work flow procedures.
- Implemented problem management procedures and documentation for 2nd level teams.

**MAY 96 –
APR 00** **IBM Global Services Australia**
(continued)

Apr 97 - Internet Help desk - Team Leader (Ballarat, VIC) (perm)

- 2nd Level Support for Internet Helpdesk including coordinating WAN link. Issues between Australia and United States (US)
- Developed and presented an intensive two week training course in Internet Technologies, Customer Service and Call Handling.
- Development and implementation of problem determination procedures for internet connection & email problems.
- Setup SNA server for faster and more secure transactions to the IBM Internet billing system in Holland.
- Technical Analyst for QANTAS on-line Training Network. Providing problem management procedures and training.
- Maintained and enhanced the IBM Australia Internet site.

May 96 - Internet Help desk - Consultant (Sydney, NSW) (contract)

- Solving internet connection & email problems over the phone.
- Creating & updating of help documents using HTML & Lotus Notes
- Diagnosis of modem and phone line connection problems.
- Instructing callers in the use of internet technologies.

PROFESSIONAL EXPERIENCE

JUL 95 – OzEmail Pty Ltd. (perm)
MAY 96 Internet Help desk Consultant

- Solving internet connection & email problems over the phone.
- Diagnosis of modem and phone line connection problems.
- Instructing callers in the use of internet technologies.
- Conversion of UNIX / Informix relational database into a PC / MS-Access system.

JUL 94 – The Phone Exchange
JUL 95 Programmer / Database Analyst / Office Support

- Analysis & implementation of an Access based "Customer Profile & Work Order Tracking" system.

REFEREES

Dr. Peter Stone

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