

Resume of Alan Bluwol

Details:

Location: Sydney, Australia
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Objectives:

To secure a position in a reputable establishment that offers an ongoing challenge, professional development and leadership opportunities, whereby my diligence, dedication and the ability to acquire new skills will be an asset.

Employment History:

SAS Customer Intelligence SME

Optus, Telecommunications

Period: April 2013 - Present

The purpose of my position is to assist with defining and promoting changes to the end-to-end business processes of the Optus Marketing function, and training, mentoring and documenting best practice use of SAS CI

Main Duties:

- Defining End-to-end Business Process of Marketing
- Design of best practice Campaigning
- Mentoring, training and developing the Campaigns Team in best practices
- Unlocking the broader capabilities of SAS CI
- Fully documenting all new processes
- Process re-engineering to maximize the tools effectiveness
- Transitioning workarounds into longer-term, strategic processes
- Lifting the Campaign Team capabilities and skill-sets
- Initiating an induction process
- Contributing to the development of the new SAS CI Training Programs including:
 - Supporting the Training Program development and delivery
 - QA the training program
 - Performing SME role during training delivery, and
 - Acting as post training point of contact

Consultant

Servian, IT Consulting

Period: July 2012 - Present

As an IT consultant I work in partnership with clients, advising them how to use information technology to meet their business objectives or overcome problems.

Main Duties:

- improve the structure and efficiency of their information systems
- strategic guidance to organisations with regard to:
- technology,
- IT infrastructures, and
- the enablement of major business processes through enhancements to IT
- provide highly expert technical assistance, and
- responsible for user training and feedback

Tasks typically involve:

- meeting with clients to determine requirements
- understanding a client's work practices and the nature of their business
- liaising with staff at all levels of a client organisation
- defining software, hardware and network requirements
- giving objective advice on the use of IT
- developing agreed solutions and implementing new systems
- presenting solutions
- helping clients with change-management activities
- designing, testing, installing and monitoring new systems
- preparing documentation and presenting progress reports to customers
- organising training for users and other consultants

Other Duties:

- SAS Ambassador

Clients:

- Optus – August 2012 - Present

Campaign Analyst

Optus, Telecommunications

Period: August 2012 - April 2013 (9 months)

The purpose of my position is to assist with the migration of Marketing Campaigns from Teradata CRM to SAS CI.

Main Duties:

- Liaising with Marketing Executives to gather Requirements
- Discussing Campaign Delivery Strategies
- Developing Campaigns in SAS Customer Intelligence Studio (SAS CI)
- Migrating existing TCRM Campaigns into SAS CI
- Building re-usable templates to standardise development practices

- Testing data quality and campaign deliverables
- QA Campaigns
- Mentoring and training the Campaigns Team

Technologies:

- SAS Customer Intelligence Studio
- SAS PL
- Teradata: BTEQ/S

Developer/Analyst

QBE, Insurance

Period: January 2008 – July 2012 (4 years 6 months)

The purpose of my position is to provide application support, enhancement, project and consulting services to QBE business units.

Main Duties:

- ETL/ Stored Procedure development, enhancement and optimisation
- Maintenance of data models
- Systems, Business and Data analysis
- Production support for all systems
- Data migration, extraction, conversion and reporting
- Automation and optimisation of Data Warehouse infrastructure
- Architectural and design consultation
- Liaising with business units
- Manage project work at all phases of SDLC
- System technical documentation

Technologies:

- DataStage – ETL
- DB2 – SQL/SP
- Unix – Scripting
- ESP – Enterprise Scheduler

Other Duties:

- Member of the CEO Advisory board
- Occupational First Aider for IT Business Unit

Casual IT Support

Erming Building Services, Conveyancing

Period: 2006 - Present (7 years)

Main Duties:

- Web application development, enhancement and optimisation
- Website maintenance
- Upgrade desktop systems
- Hardware and Network installation/configuration
- Data backup and restoration
- Developing and maintaining a CRM portal web application

- Coordinating e-mail marketing campaigns
- Designing advertisement graphics

Technologies:

- Apache 2.2.3
- MySQL 5.0.27
- PHP 5.2.0
- JavaScript / jQuery
- X/HTML
- CSS
- Adobe Fireworks CS3

Sales Assistant

Officeworks, Retail

Period: March - October 2007 (8 months)

Duties: Fielding telephone calls, customer service, retrieving furniture from receiving dock, filing, providing suggestions/recommendations and advice to customers concerning office equipment including furniture, electronic devices and stationary.

Casual Receptionist

Erming Building Services, Conveyancing

Period: 2004 - 2006 (3 years)

Duties: Main office duties including data entry, processing official contracts and documents, filing company records, finalising business accounts, attending business phone calls, composing and distributing various company letters as well as arranging and attending client settlements.

IT Assistant

Omni Systems, I.T.

Period: August - November 2003 (4 months)

Duties: Workplace analysis, system/utility software, hardware and network installation, system implementation, troubleshooting, updating and configuring POS systems and software.

Skill Summary:

Non-Technical

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| ▪ Strong communication and written skills | ▪ Ability to listen and respect others' opinions |
| ▪ Strong interpersonal skills | ▪ Outgoing and reliable |
| ▪ Ability to work independently and as part of a team | ▪ Trustworthy and polite |
| ▪ Sound organisational skills | ▪ Diligent and committed to achieving the best |
| | ▪ Fluent English & Spanish |

Technical

- DataStage Server Edition 7.5.3
- Unix Scripting (Intermediate)
- SQL/SP - DB2 (Advanced)
- WebFocus Reporting (Basic)
- Microsoft Office Suite (Advanced)
- Adobe Fireworks (Intermediate)
- SAS Customer Intelligence (Adv.)
- SAS PL (Basic)
- Teradata BTEQ/SQL (Intmd.)
- CA ERwin Data Modeller (Intmd.)
- Sybase PowerDesigner (Intmd.)
- Web Application development
 - PHP (Adv.)
 - MySQL (Adv.)
 - HTML (Adv.)
 - CSS (Adv.)
 - Javascript/jQuery (Intmd.)

Education and Training:

Tertiary:

- 2009 – 2010 – Master of IT in Information Systems
Macquarie University – GPA: 4.0
Award: Vice Chancellors Commendation for Academic Excellence
- 2005 – 2007 – Bachelor of e-Business in Information Technology
Macquarie University – GPA: 3.42
- 2004 – Certificate III – Mortgage Lending – OTEN
TAFE NSW North Sydney Institute
- 2003 – Statement of Attainment – Network Engineering – CISCO
TAFE NSW North Sydney Institute

Secondary:

- 2004 – NSW High School Certificate – Marsden High School
- 2002 – NSW School Certificate – Marsden High School

Training:

- SAS Customer Intelligence Studio
- SAS Visual Analytics Standalone Install
- IBM InfoSphere DataStage 8.7
- IBM DB2 SQL for Experienced Users
- IBM DB2 Stored Procedures
- MicroStrategy BI Reporting Version 9
- Tableau BI Reporting Version 8
- Project Management Fundamentals - PMBOK
- Information Technology Infrastructure Library - ITIL
- Information Builders WebFocus Reporting
- Emerging Leadership Program - QBE
- Occupational First Aid – Statement of Attainment - St John
- General Insurance - ANZIIF

Extra Curricular:

- Golden Key Society IT Coordinator – Volunteer (5 years)
- Presenter at University Open Day, Macquarie University – Volunteer (Current)