**Contact Details**

Name : Jennifer Atkinson Mobile : 0418 656 661 Email : Jenniatkinson@gmail.com

**Career Objectives**

I am looking for an interesting, challenging work role that will optimally use my innovative technical skills, my communication and problem solving abilities and my design and information systems acumen to innovate, transform and produce a better outcome for you, my customer.

I enjoy a challenging, diverse warning environment and I am comfortable in many roles including Data Scientist, Information Architect, Solutions Architect, Data Migration Consultant, Data Analyst or Enterprise Architect.

I am also an experienced Trainer and ICT (Information and Communications Technology) generalist who can be relied upon to get the job done, whatever the job may be.

I pride myself on the certain knowledge that I can enter any ICT shop and make solutions more efficient, thus saving time and money for organisations and their staff.

I achieve this by using my many skills in the areas of information and systems design, communication with customers, architecture knowledge, systems analysis, design, construction, testing, implementation and training.

I am an honest, reliable, trustworthy and conscientious worker with the ability to work either independently or as part of a team.

With my many years’ experience in the ICT industry and my highly developed technical and interpersonal abilities, I possess a myriad of skills to offer a potential employer.

My background is in mainframe programming (IBM and Fujitsu), client / server, web / cloud architectures plus design analysis, architecture and consulting roles with myriad technologies and customers.

I am now seeking to get back to my technical roots and to be deeply involved in technical design work which I love.

Although I have most recently been working in Microsoft shops in Canberra, I am equally at home in Oracle shops or any other ICT technology.

I am a technician who speaks plain English rather than confusing people with technical speak and unintelligible acronyms.

I look forward to the opportunity to work effectively within your organisation.

**Key Skills and Identified Strengths**

. Many years’ experience of analytical and technical skills in many technologies.

. Rapidly gain an understanding of your technical framework and capabilities.

. Identify existing technical practices that could be updated to provide improvements and efficiencies for both you and external system users.

. Liaise between the technical and business areas and technical delivery teams by translating technical speak into easily understandable customer concepts.

. Provide advice and guidance to the technical and business areas regarding the impact of new systems, new components and processes.

. Analyse, design, document and manage new or updated technical informational or system requirements.

. Professional experience team leading and managing diverse groups of people.

. Professional experience designing and integrating application and business architectures to align with the corporate direction and to provide the best of breed solution design.

. Professional experience in many technical spheres, with experience encompassing Commonwealth and Local Government and the private business sector.

. Demonstrated willingness to encourage others to contribute to team performance and enhance team morale.

. Well-developed ability to anticipate problems and develop effective solutions.

. An expert Data Migration Consultant, Business Analyst and Business Process Re-Engineer designing and adapting customers systems to perform better and address client needs.

. Effective time management and finely tuned organisational skills and attention to detail.

. An excellent trainer, team leader and facilitator who keeps people happy and motivated to get the job done.

. Maintain a flexible approach in order to cope with changing priorities and deadlines.

. Ability to handle difficult situations effectively whilst displaying sensitivity to issues.

. High standards of personal initiative, judgement and reliability.

. Analytical, systematic and well organised.

. Highly developed technical skills with knowledge of wide-ranging software packages and a champion of new technologies with the ability to see how they may best serve the enterprise.

. Professional experience in documenting and presenting concepts, designs and systems to people from the shop floor to board level.

. Adept in designing, developing and delivering tailored training solutions to end users at any level within an organisation.

. I possess superlative communication and interpersonal skills.

. I also have skills in counselling (Lifeline), first aid and mental health first aid training.

. Counselling and facilitation skills allowing very effective communication with others and the ability to solve interpersonal conflicts so that progress can be made.

**Career Achievements**

. Project / Delivery Manager and Scrum Master for a GovCMS website redesign for the Department of Health DoctorConnect website.

. The Australian Digital Health Agency Command Centre Dashboards – The system that gives valuable insights into business using social media, IoT and many other data sources in an easy to understand and actionable format

. The Australian Crisis Management System – The system that swings into action when crises occur overseas

. Online ordering and customer distribution systems for a federal government agency.

. Large scale data migration project from disparate systems into a central system for the UK’s largest gas supplier.

. Advising customers on Methodologies to use for the SDLC, writing these, having these endorsed and then put in place.

. Analysis, design, build, test and deployment of many diverse systems.

. Analysis, design build, test and deployment of databases and other information systems.

. Many workflow and office automation products for a myriad of customers.

. Creation of Architectural frameworks / patterns to suit customer needs.

. Building tracking solutions for all elements of the software and information development lifecycle.

. Software evaluation and recommendation.

. Managing and working with diverse and difficult people and getting them to be productive in the workplace.

**Security Clearance Currently Held**

Current I hold the Commonwealth Government 15 year BASELINE level security clearance which expires in 2026.

**Clearances Previously Held**

Top Secret (NV1) – DFAT.

Highly Protected – For a subsidiary of the AGs Department.

**Career Overview**

**9/2019 to continues – Consultant at Department of Defence, Canberra**

*Scope of Responsibilities*

. Plan, analyse and design a Business Management System solution.

. Planning and scoping the project

. Running discovery workshops

. Updating and looking after project plans, opportunities, risks and issues and reporting to the PMO

. Using HoloCentric Modeller to create process diagrams and other artefacts

. Using Azure, PowerBI, R and DAX to produce reports, management stats and dashboards for the project tracking

. Reverse engineering user stories from Holocentric process diagrams

*Achievements*

. Delivery of multiple BMS processes for Defence intranet site

Software Used : HoloCentric Modeller, MS Visio, MS Project, Azure, Power BI

**9/2018 to 8/2019 – Project / Delivery Manager and Scrum Master, Technical Business Analyst, Information Architect and Comms and Change Manager at Department of Health, Canberra**

*Scope of Responsibilities*

. Plan, analyse and design a GovCMS website redevelopment solution.

. Analyse the current and future states of the Information Architecture and website design.

. Planning and scoping the project

. Looking after Communications and Change activities for the project

. Managing a small team of one project worker, a creative and 2 x GovCMS external developers

. Updating and looking after the project plan, risks and issues and reporting to the PMO

. Using Azure, PowerBI, R and DAX to produce reports, management stats and dashboards for the project and tracking

*Achievements*

. Delivery of a GovCMS website Drupal 8 website redevelopment.

Software Used : Drupal 8, MS Visio, MS Project, SAS EG, ARCGIS, Power BI, Web Services, Visual Studio 2017, C#, VB.Net, NodeJS, NotePad++, Shell scripting

**3/2018 to 9/2018 – Consultant Data Scientist, ADHA, Canberra**

*Scope of Responsibilities*

. Analysis, design and build of an end to end Command Centre solution.

. Agile delivery of a Contact Centre solution.

. Analysing, designing and building ETL and feeds from myriad data sources to Azure

. Information Architecture Analyses for end point datastores

. Microsoft PowerBI Report design and delivery

. Ad Hoc SQL queries / DB Interrogation using MS SQL Server Management Studio 2017

. Writing shellscripts, C# , VB code and Web Services using Visual Studio 2017

. Writing Web Services calls using custom built code generator

. Liaising and working with MS PFE’s et al to achieve project objectives

. Using Azure, PowerBI, R and DAX to produce reports, management stats and dashboards for the project and tracking

*Achievements*

. Implementation of a Command Centre solution.

Software Used : MS Azure, MS CRM 365, MS SSRS, MS SSMS, SQL Ops Studio, SQL Server, Power BI, Web Services, Visual Studio 2017, C#, VB.Net, NodeJS, NotePad++, Shell scripting

**3/2017 to 3/2018 – Team Leader Reporting, Requirements and Testing, ADHA, Canberra**

*Scope of Responsibilities*

. Analysis, design and build of an end to end reporting solution.

. Analysis, design and build of a concept, word, theme tracking traceability toolset.

. Requirements analysis, RFT and delivery of a Contact Centre solution.

. Embedding technical and business improvement into work culture.

. Microsoft CRM Dynamics 365 System Administration

. Microsoft PowerBI Report design and delivery

. Ad Hoc SQL queries / DB Interrogation using MS SQL Server Management Studio 2017

. Writing C# , VB code and Web Services using Visual Studio 2017

. Writing Web Services calls using custom built code generator

. Using Azure, PowerBI, R and DAX to produce reports, management stats and dashboards for the project and tracking

*Achievements*

. Implementation of an automated reporting solution.

. Implementation of a generic tracking toolset.

. Delivery of an outsourced contact centre solution.

. Delivery of Data Change Governance Framework

. Delivery of an Agency wide automated Reporting Framework

. System Admin and Technical support for the client.

Software Used : MS CRM 365, SSRS, SSMS, SQL Ops Studio, Power BI, Web Services, Visual Studio 2017, Azure, C#, VB.Net, NotePad++

**7/2016 to 2/2017 – Business Analyst for ARC, Canberra**

In July 2016, I was appointed as a BA looking after requirements and test tracking for the development, test and business areas for a new release of bespoke software.

*Scope of Responsibilities*

. Test / defect tracking using JIRA and with Microsoft TFS for in house bug fixes / defect tracking.

. Liaising with all stakeholders in house for defect tracking and ensuring these were prioritised, assigned and resolved in an expedient, timely and quality manner.

. Periodic reporting to Management and

*Achievements*

. Implementing many quality improvement initiatives

Software Used : MS TFS, JIRA, Confluence, MS Office 2013

06/2016 to 03/2019, MAC and PC Support Technician for Geeks2U, Canberra

In June 2016, I was appointed as a MAC and PC Technician (mobile) with Geeks2U Australia. .

*Scope of Responsibilities*

. Visiting customers at home and fixing myriad MAC and PC issues.

Software Used : Various diagnostics tools and techniques depending on issue

**06/2013 to Continues, Training Coordinator and Head Trainer, 2XX FM Radio, Canberra**

In September 2015, I was appointed to the position of Training Coordinator & Head Trainer for 2XX FM Radio.

*Scope of Responsibilities*

Co-ordination of training and Training People:

. from very different backgrounds how to prepare, deliver and broadcast on radio;

. how to operate the radio panel;

. in interviewing techniques;

. how to use portable recording devices to interview externally;

. metadata management;

. in how to do outside broadcasts and

. to produce an entire, structured, professional radio show.

*Achievements*

. Introducing the joy of radio program production and presenting to many different people and groups. (Often the groups trained are culturally and linguistically diverse (CALD) and may have very varying levels of literacy).

Software Used : Audacity, ZARA Studio, Logic Pro X, Final Cut Pro

**12/2015 to 6/16 – Consultant / Senior Operational Support Specialist, CASA, Canberra**

In December 2015, I was appointed as a Consultant looking after and managing a multidisciplinary team of technical staff keeping CASA online systems available 24/7.

*Scope of Responsibilities*

. Managing the team; a group of people from very different backgrounds, disciplines and abilities;

. Testing / defect tracking using JIRA and with Microsoft TFS for in house bug fixes / defect tracking.

. Managing both vendor and in house defect tracking and ensuring defects were prioritised, assigned and resolved in an expedient, timely, quality manner.

. Liaising and managing relationship with and local overseas vendors;

. Interviewing people for roles within the organisation;

. Tender evaluation and selection of consultancy for data cleansing;

. Metadata management

. Periodic reporting to Management and

. Managing relationships with system stakeholders.

*Achievements*

. Implementing many quality improvement initiatives

. Implementing individual training / personal improvement packages for staff

. Introducing an interim Configuration Management Database to the organisation

Software Used : MS CRM 365, SSRS, SSMS, SQL Ops Studio, Power BI, Web Services, Visual Studio 2017, C#, VB.Net, NotePad++

**01/2013 to 09/2015 Business Analyst, ACT Government**

In January 2013, I was appointed to the position of Contract BA for the ACT Government.

I worked across the whole of government for the first six months and then was placed on permanent loan to ACT Health to work on their eHealth systems upgrade.

*Scope of Responsibilities:*

. Gathering stakeholder information to compile Business Requirements Specifications (BRS)

. Using Enterprise Architect to compile UseCases and traceability from requirements through to test cases

. System Testing and defect reporting

*Achievements:*

Production of Business Requirements Specifications (BRS), methodologies, system design and other documents for:

. An Electronic Medication Management System

. A timekeeping / rostering / scheduling system

. A system to keep track of drugs and poisons

. Assisting with changeover of banking provider and ACT Health Patient Billing System for ACTGOV

. Consolidation of booking systems across ACTGOV

. Formulation of a Teleworking policy

. Specifying WiFi upgrades for ACT hospitals

. Specifying the requirements for a whole of government EDRMS

. Specifying the requirements for metadata and XML usage

. Specifying a methodology to deliver services to citizens and

. Compiling requirements, UseCases and other artefacts for eHealth systems

Software Used : Enterprise Architect, MS Office 2013

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**08/2012 to 12/2012 Senior Business Analyst, IP Australia, Canberra**

In August 2012, I was appointed to the position of Senior BA for IP Australia. I worked with the team on data consolidation, migration and cleaning activities and then later as a system tester for a big release that was due. The system is an integrated IP Rights management system.

*Scope of Responsibilities:*

. Gathering data and migration requirements and producing methodology

. QA’ing outputs

. System Testing and defect reporting

*Achievements:*

. Production of:

. Migration methodology documentation

. System defect reports

Software Used : MS Office 2013

**03/2012 to 08/2012 Lead Business Analyst, Synergy Group, Canberra**

In March 2012, I was appointed to the position of Lead BA for Synergy Group p/l working for the Department of Health and Ageing. I worked with the team and the client to gather requirements and document the services for a Portfolio Shared Service Centre.

*Scope of Responsibilities:*

. Defining project requirements gathering methodology and developing templates etc

. Requirements Gathering and detail business functional documentation

. Attending requirements reviews / walkthroughs

. QAing outputs

. Packaging outputs into a website I designed, developed and populated

. Status reporting and skills transfer

*Achievements:*

. Design and handover of:

. The PSSC Website

. Process requirements documentation

. Mentoring a small team of BAs

. Weekly management and team status reporting

Software Used : Enterprise Architect, MS Office 2013

**02/2011 to 02/2012 Data Migration Consultant / Senior Business Analyst ITSA, Canberra**

In February 2011, I was appointed to the position of Data Migration Consultant / Senior Business Analyst for the Insolvency and Trustee Service Australia. I worked with the project team and vendor (Foster Moore a New Zealand consultancy company) to assist with ITSA putting in a COTS Insolvency and Debt managements system.

*Scope of Responsibilities:*

. Requirements Gathering Workshops, documentation and systems design

. Data migration strategy development for data from around 30 legacy systems into one new COTS system

. Ascertaining and documenting system security requirements

. Ascertaining and documenting overall reporting requirements

. Ascertaining and documenting overall enterprise data warehouse and CMS requirements

. Getting the organisation to use and understand the same language by the introduction of a glossary

. Developing detailed reporting requirements

. Attending site visits interstate to gather requirements from the business users

. Scripting and processes design and development to support business processes / requirements definition / data extraction

*Achievements:*

. Design and handover of:

. Security Requirements documentation

. Reporting Requirements documentation

. Enterprise Data Warehouse Requirements documentation

. Data Migration Strategy documentation

. Data Migration Staging Environment documentation

. Consultancy , PM and Senior BA services as required

**01/2008 to 01/2011 Data Migrator / Business Analyst / Business Improvement / Enterprise Design (Architect) / Business Analyst / Information Management / Data Analyst NHMRC, Canberra**

In January 2008, I was appointed to the position of Business Analyst for the National Health and Medical Research Council. I worked extensively with Clarity (RGMS), XOG and GEL for a Grants Management System.

*Scope of Responsibilities:*

. Data migration from around 40 legacy systems into one new grants system

. Requirements Gathering Workshops, documentation and systems design

. Creation and implementation of an organisation wide data architecture

. Continual organisation wide business improvement research and design

. Ascertaining and documenting system security requirements

. Ascertaining and documenting overall system process and dependencies

. Introducing and evangelising Enterprise Architecture, techniques and deliverables to the organisation

. Getting the organisation to use and understand the same language by the introduction of a glossary

. Developing high level overall system requirements and application architecture

. Developing detailed system requirements

. Attending site visits when the customer decided to switch from a bespoke solution to a COTS solution

. XOG and GEL scripting to support business processes / data extraction and migration

*Achievements:*

Design and handover of:

. Running multiple requirements gathering workshops and documenting outcomes

. Security Requirements documentation and a System Security Plan

. System Overall Design Requirements

. Enterprise Design / Architecture patterns for process and information

. A basic Configuration Management (CfM) Toolset and procedures

. Delivery of wide ranging IT and business consultancy advice

. Data Migration

**03/2007 to 09/2007 Enterprise Architecture Lead for a subsidiary of the AG’s department, Canberra**

In March 2007, I was appointed to the position of Enterprise Architecture (EA) Lead for a subsidiary of the AG’s department. I developed a custom EA Methodology based on FEAF and thus AGA aligned, started and implemented an Enterprise wise glossary, got the organisation to communicate more effectively amongst its many departments and started a basic configuration management solution to tie in later with more sophisticated solutions. The challenge in this organisation was to give them basic building blocks and to realise that the first wave of EA would take around two years to put in place. The process has now started and I am sure they will do well.

*Scope of Responsibilities:*

. Writing a custom (FEAF/AGA compliant) EA Methodology

. Instigating a basic Configuration Management (CfM) Database and processes

. Getting the organisation using and understanding the same language by the introduction of a glossary and associated processes

. Developing high level applications and infrastructure architectural directions and stressing the need for architectural compliance to become de rigueur

. Writing the NICT Standards and Processes Manual

. Writing the Standards Reference Information Base

. Writing the Standard Software Reference Information Base

. Mentoring other staff in best practice architectural directions and

. Being an EA evangelist

*Achievements:*

Design and handover of:

. An EA Methodology

. Standards and Processes Manual

. A Standards Reference Information Base

. A Standard Software Reference Information Base

. System Architecture patterns

. A basic Configuration Management(CfM) Toolset and procedures

. Delivery of wide ranging IT and business consultancy advice

**Prior to 2007** – Various technical ICT roles in Australia, the USA and the UK

**Career Enhancement**

*Technical Training Courses:*

HoloCentric Modeller

Clarity – Configuration and Integration V12

Clarity – XML Open Gateway (XOG)

Introduction to Lotus Script

Certified Lotus Notes Programmer (CLP)

Lotus Notes Release 4 Applications Development I

Lotus Notes Release 4 Applications Development II

INGRES SQL Programming, Microfocus COBOL

ADS/O and ADS/A programming,

IDMS/R programming

COBOL II programming, TSO ISPF, REXX, JCL

DME, ENDEVOR, MVS/XA, SAS

IDMS/X Programming

Range COBOL programming

MATS (TP) programming

AM250 programming

TPES (Automated application/system/UAT testing tool)

Kepner / Tregoe Decision making and Analysis

DME George III programming

VME Operating

2950/55 Architecture

Rand PEX (Integration tool)

Introduction to XML

MS Project for Project Managers

*Other Training Courses*

Intelligence Introduction (for a subsidiary of the AG’s department)

Group Facilitation

Lifeline Counselling

Certificate IV Work place Training and Assessment

Mental Health First Aid

Workplace First Aid

Aged Care ‘Train the Trainer’ Training

Board Basics and Legal Responsibilities

RSA – Responsible Serving of Alcohol