

résumé of
BOYD CURREY

CONTACT Boyd Currey
Zetland NSW 2017
Australia

<http://www.meridian.net.au/Contact/>

SKILLS High computer literacy

Over a decade of experience and enjoyment learning to use a range of operating systems, databases, office applications, programming and scripting languages, and Internet technologies.

Problem solving

Experience in and satisfaction from the timely resolution of problems of a critical nature through effective research and investigation.

Written and verbal communication

Excellent grammar, spelling and English skills, with the ability to listen, communicate succinctly, and articulate complex information.

Customer and staff liaison

Experience in developing relationships with customers and other staff members, from a wide range of backgrounds and areas of expertise.

Data analysis

Genuine enthusiasm for data analysis using spreadsheets and databases, data checking (consistency and integrity), graphing, and presentation.

Report writing

Take pride in producing high quality written reports, using extensive knowledge of Microsoft Word, Adobe Photoshop, desktop publishing applications, and typography.

Information visualisation and graphic design

A passion for effectively communicating data using high-quality information and graphic design principles – *using vision to think!*

EDUCATION Bachelor of Science – Computing and Maths

University of New England, Armidale, 1994
Credit-plus average

Marketing – Certificate IV

North Coast Institute of TAFE, Port Macquarie, 2002
Distinction average

Received the Metro Advertising Award for first in the course

Small Business Management – Certificate IV

Open Training and Education Network. 2002–present
Distinction average

résumé of **Boyd Currey**

CAREER Market researcher

Ecolab, Castle Hill, 2003

Escalation support engineer

Network Appliance, North Sydney, 2000–2001

Cache and network storage specialist

ProVision Technology, North Sydney, 1998–2000

Internet systems administrator

OzEmail, St. Leonards, 1997–1998

Internet systems administrator

Dragon Net, Edgecliff, 1995–1997

Technical advisor

Duval College, UNE, Armidale, 1994

PERSONALITY Honest and loyal

Sense of humour

Creative and resourceful

Analytical and systematic

Attention to detail

Customer focussed

Hands-on approach

Work well unsupervised

INTERESTS Photography

Desktop publishing

Information design

Web design

Typography

Dance music and DJing

Nutrition, health, and fitness

REFEREES Available on request.

EXAMPLE WORK Example market research reports available (in confidence) on request.

Online portfolio: <http://www.meridian.net.au/Meridian/Portfolio/>

MARKET RESEARCHER Ecolab

Contract position in Castle Hill, January 2003

Reported to Marketing Manager

Achievements **Successfully applied recently acquired skills in marketing** by designing a questionnaire, conducting telephone interviews, analysing data, and writing a final report.

Managed the project largely unsupervised.

Made contact with marketing, sales, and distribution managers, customers, and industry associations to gather background information.

Learned a great deal about the cleaning chemical industry.

Responsibilities **Researched the market characteristics of budget cleaning chemicals** as defined in the market research brief.

ESCALATION SUPPORT ENGINEER Network Appliance

Full-time position in North Sydney, May 2000 – May 2001

Network Appliance acquired ProVision in May 2000, and I maintained a similar role

Reported to Product Quality Manager (USA), Operations Manager, and Sales Account Manager (Australia)

CACHE & NETWORK STORAGE SPECIALIST ProVision Technology Pty Ltd

Full-time position in North Sydney, October 1998 – April 2000

Reported to Customer Support Manager and Sales Account Managers

Achievements **Reseller NetCache Engineer of the Year 2000 – Australia-New Zealand.**

Analysed system performance metrics to forecast usage requirements, quantify performance improvements, and measure bandwidth savings.

Continued the development of an automated system for the collection of key performance statistics from customer caching deployments.

Maintained a proactive approach to automated system monitoring, thereby improving system fault-tolerance and performance.

Excelled in customer support by developing professional relationships, technical account management skills, and product knowledge.

Designed and implemented a call centre database in MS Access to streamline the handling of customer support enquiries.

Created a system profile database in MS Access to store detailed information about customer hardware and software configurations to expedite resolution of technical issues.

Significantly improved the department's Intranet web site.

Responsibilities **Diagnosed and resolved escalated technical issues** by working with customers, account managers, engineering resources, and support staff, in the United States, European, and Asia-Pacific Support Centres.

Assisted systems architects and sales team with system design, tender responses, evaluation programs, and technical presentations.

Managed customer hardware and software upgrades.

On-call 24x7 hardware replacement service and spares management.

Maintained Intranet/Internet services.

Created distribution site for software and support documentation.

INTERNET SYSTEMS ADMINISTRATOR **OzEmail Ltd**
Full-time position in St. Leonards, April 1997 – September 1998
Reported to Team Leader and Operations Manager

Achievements **Dramatically improved problem-solving skills** through day-to-day resolution of server problems and customer enquiries.

Advanced programming skills and knowledge by developing software modules and implementing web-based solutions for customers.

Simplified system administration through standardisation of operating system and software versions across the Unix host system.

Continually investigated and evaluated potential areas of system performance improvement.

Trained support staff in common trouble-shooting methods.

Responsibilities **Acted as focal point in the monitoring and support** of twenty-five Unix-based Internet servers.

Consulted with product managers and technical specialists in the design and integration of new products and systems.

Developed and maintained documentation to support the management of Internet services.

INTERNET SYSTEMS Administrator **Dragon Net**

ADMINISTRATOR Full-time position in Edgecliff, June 1995 – April 1997

Reported to Managing Director

Achievements **Learned how to develop databases using MS Access** to improve the company accounts process, and automate the generation of invoices.

Improved knowledge of and developed skills in the information technology and Internet industries.

Managed the day-to-day operations largely unsupervised.

Developed communication skills through customer support.

Gained valuable experience in the small business environment.

Responsibilities Maintained and improved UNIX Internet servers and networking.

Provided telephone technical support for Internet customers.

Managed customer accounts, sales and receivables, credit card transactions, banking, and domain name registrations and delegations.

TECHNICAL ADVISOR **Duval College**

Casual position at University of New England, Armidale, 1994

Reported to College Principal

Achievements Initiated periodic evaluation and review of computer usage, and upgraded the facilities as required.

Developed and provided training programs for students.

Became familiar with problems less experienced computer users face.

Responsibilities Provided assistance in the day-to-day administration of computing facilities, networking, printer facilities.

EDUCATION résumé of **Boyd Currey****BACHELOR OF SCIENCE** **University of New England**
Armidale, NSW, 1991–1994

Credit-plus average

Units Studied	Discrete mathematics and modelling	distinction
	Numerical analysis	distinction
	Computational mathematics	credit
	Databases	credit
	Linear algebra	credit
	Programming environments	credit
	and more...	

MARKETING CERTIFICATE IV **North Coast Institute of TAFE**
Port Macquarie, NSW, 2002

Distinction average

Units Studied	Marketing principles	distinction
	Marketing research	distinction
	Target marketing	distinction
	Understanding buyers	distinction
	and more...	

SMALL BUSINESS MANAGEMENT CERTIFICATE IV **Open Training and Education Network**
2002–present

Distinction average

Units Studied	Planning for success	distinction
	Marketing	distinction
	Business finance	distinction
	Cost, profit, and breakeven	distinction
	and more...	

HIGHER SCHOOL CERTIFICATE **McKillop College**
Port Macquarie, NSW, 1990–1991

TER of 82.45

Units Studied	English	81–90 percentile
	Mathematics	91–100 percentile
	Economics	91–100 percentile
	Physics	71–80 percentile
	Chemistry	61–70 percentile