Resume for Peter Brown

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Profile

Business Systems Analyst with over 20 years experience in both the private and public sectors. Proven expertise in the completion of technology related business transformation programs, business case development, budgeting, business requirements analysis, tender and procurement, project management, report writing, managing and working in teams. Strong technical skills in database management, business intelligence/analytics systems, systems design, deployment and administration. Enjoys working on projects that use information technology to deliver benefits to front line business units.

Professional Strengths

- ➔ Business Analysis
- ➔ Stakeholder Management
- ➔ Project Management
- ➔ Solution Architecture

- ➔ Development Projects
- ➔ Implementation Projects
- ➔ Systems Integration (**SAP**, **TRIM**, **BO**, data migration)

- ➔ DW/BI Projects
- ➔ Contract Negotiations
- ➔ Strong Technical Skills
- ➔ Business Case Development

Industry Experience

- ➔ Government
- ➔ IT Industry

- ➔ Banking and Finance
- ➔ Telecommunications

- ➔ Healthcare
- ➔ Internet

Career Summary

- Principal Consultant – Castano Consulting – 2013 - present
- Business Analyst – Fisheries, NSW – 2006 – 2013
- Data Manager – NSW Fisheries – 2002 – 2006
- Professional Services Manager – Kana Software Pty Ltd – 2000 – 2002
- Pre/Post Sales Consultant – Trade Centre Products Pty Ltd – 1993 – 2000
- Previous experience in the public sector with Australian Nuclear Science and Technology Organisation and Department of Defence.

Key Achievements

- **Delivered cost avoidance of over $16M** (compared to business as usual engagement channels) by taking the lead role in the Commercial Fisheries Structural Adjustment Systems Reform Program which delivered on a government commitment to completely change the regulatory arrangements for managing commercial fishing in NSW. The program delivered a web architected multi-channel regulatory control and service delivery system called FishOnline that, enabled Fisheries NSW to avoid dramatic increases in administrative costs.
- **Instrumental in improving access to higher quality data and information** through the development and implementation of the NSW Fisheries Data Management Strategic Plan, enabling a desperately needed overhaul of the data management environment.
- **Spearheaded the launch of Kana in the Asia Pacific region**. Built the professional services capability from scratch establishing the company in the region with a range of name brand clients and key channel partners including David Jones, Telstra, Chase Bank Hong Kong and Vodafone.
- **Managed the delivery of numerous systems** in the demanding financial markets trading room and call centre environments. Established and maintained long term relationships with a large customer base.

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Employment History

Organisation	Castano Consulting
Company Profile	IT Solutions Management - managing technology related business transformation programs from cradle to grave. From building business cases through to budgeting, business analysis, preparing and responding to tenders, system design, build and deployment. http://www.castano.com.au
Role	**Principal Consultant**
Year	2013 - present
Responsibilities	- Project Manager. - Business Analyst. - Technical Analyst.
Key Achievements	Developed a web analytics solution for an ecommerce business to analyse visitor behaviour and identify clients with a higher "propensity to buy" to receive more intensive (and expensive) sales and marketing attention.
Organisation	**Fisheries NSW**
Company Profile	Fisheries NSW manages the state's fisheries resources and regulates and supports the community's access to, and exploitation of, these resources.
Role	**Senior Business Analyst – FishOnline Analytics and Business Intelligence Project**
Year	2012 - 2013
Responsibilities	- Senior Business Analyst. - Manage a small team of analysts. - Solution Architecture. - Financial Management. - Stakeholder Management. - Project Management. - Change Management. - Database administration. - Universe Design and implementation. - Web Intelligence (WebI) development. - Crystal Reports development.
Key Achievements	- Implemented a business-wide data warehouse and business intelligence infrastructure based on SAP Business Objects. - Provided a dramatic improvement to the availability, quality and timeliness of information to support decision making in management, operations and compliance.
Role	**Senior Business Analyst – Mobility Applications Project**
Year	2012 - 2012
Responsibilities	- Senior Business Analyst. - Requirements and Cost/Benefit Analysis. - Market research. - Evaluation of options. - Stakeholder Management.
Key Achievements	Developed a sound foundation for the initiation of a project to procure a device-independent, secure and scalable solution to support smart phone and tablet based applications for use by external and internal clients.

	• Secured executive support for the business case to proceed.
Role	**Senior Business Analyst – FishOnline Version 2.**
Year	2010 - 2012
Responsibilities	• Senior Business Analyst. • Manage a small team of business analysts and project officers. • Solution Architecture. • Document Business Requirements. • Document Security Requirements. • Document Software Requirements. • Systems administration. • Database Administration. • Data migration scripting and execution. • Report Development (Crystal Reports). • Project Manager.
Key Achievements	• On time and on budget delivery which built on the FishOnline version 1 secure and scalable framework for a multi-channel service delivery and regulatory control system (web self service, IVR self service and phone or over the counter assisted service) to deliver support for all business processes in the management of the commercial fishing industry. • Completed integrations to SAP, TRIM, Westpac Payment Gateway.
Role	**Senior Business Analyst – FishOnline Version 1.**
Year	2009 - 2011
Responsibilities	• Senior Business Analyst. • Manage a small team of business analysts and project officers. • Solution Architecture. • Document Business Requirements. • Document Security Requirements. • Document Software Requirements. • System configuration and change management. • Systems administration (Solaris/Tomcat, CISCO). • Database Administration (MS SQL Server). • Data migration scripting and execution. • Report Development (Crystal Reports) • Project Manager.
Key Achievements	• On time and on budget delivery of FishOnline version 1 providing a secure and scalable framework for a multi-channel service delivery and regulatory control system (web self service, IVR self service and phone or over the counter assisted service) • Implemented support for key business processes.
Role	**Senior Business Analyst – Catch Records Reform Project.**
Year	2007 - 2009
Responsibilities	• Senior Business Analyst. • Manage a small team of business analysts and project officers. • Solution Architecture. • Document Business Requirements. • Document Security Requirements. • Document Software Requirements. • Project Manager. • Financial Management.

	- Stakeholder change management. - System configuration and change management. - Systems administration (Solaris/Tomcat). - Database Administration (MS SQL Server). - Data migration scripting and execution. - Develop and implement data marts for analysis and reporting.
Key Achievements	- Developed revised reporting arrangements for commercial fishing in NSW providing much improved (refined) spatial and temporal scale reporting to support legislated environmental management and compliance requirements. - On time and on budget delivery of the Catch Records and Quota Management System providing support for the new arrangements.
Role	**Data Manager**
Year	2002 – 2006
Responsibilities	- Strategic Management of the data management infrastructure and related systems within NSW Fisheries. - Develop and implement data management policies and procedures to support agency objectives. - Responsible for initiating and completing information technology projects to improve ICT infrastructure and support the goals of business units. - Represent the department in whole of government information management forums. - Manage the supply of data sets to external parties.
Key Achievements	- Developed and implemented the Data Management Strategic Plan to guide the implementation of a data management transformation across the agency. - Completely overhauled the data management infrastructure based on MS SQL Server. - Implemented and managed an enterprise reporting infrastructure. - Developed and implemented a range of IT systems based on VBA and .NET.
Organisation	**Kana Software Pty Ltd**
Role	Professional Services Manager
Year	2000 - 2002
Company Profile	NASDAQ listed vendor of enterprise wide CRM solutions targeting Global 2000 companies in finance, Telco, manufacturing, retail markets and government. Specific solutions include multi-channel customer service applications, electronic direct marketing solutions, knowledge management solutions and an enterprise application integration platform. The solutions leverage a web-architecture to provide consistent service across all communication channels and provide the ability to provide low-cost, high touch customer service including self-service, pro-active service and assisted service.
Responsibilities	- Member of senior management team responsible for Professional Services and Pre-Sales consulting across APAC. - Charged with building KANA's services capability in the Asia Pacific region including technical support, consulting, education and pre-sales in support of direct sales force and channel partners. - Liaise with global support centres on behalf of APAC clients.

Key Achievements	• Developed a Consulting Engagement Plan, Centre of Excellence Plan and Channel Support Plan to guide the establishment and direction of the APAC Professional Services Division. • Built the professional services capability for Kana in the Asia Pacific region from scratch establishing the company in the region with a range of name brand clients and key channel partners. • Led a highly qualified and capable team of consultants, technical support analysts and trainers where I was able to foster a highly motivated and collaborative culture.
Organisation	**Trade Centre Products Pty Ltd**
Role	Pre/Post Sales Consultant
Year	1993 - 2000
Company Profile	Software reseller and systems integration company supplying a range of products and services to the financial markets with specific emphasis on the treasury functions. This was later expanded to include the call centre market. Products included a range of real time data delivery systems, specialized dealing room voice systems, financial markets trading systems, voice logging systems, call centre ACDs, IVRs, workforce management systems and quality monitoring systems
Responsibilities	• Project Management • Pre Sales Technical Consultant • Technical Specialist • Account Management/Customer Support • Staff training • Responsible for internal network infrastructure. • Liaise with offshore vendor support centres.
Key Achievements	• Managed the delivery of numerous systems in the demanding financial markets trading room and call centre environments. • Established and maintained long term relationships with a large customer base.

Education and Training

Institution/Training Provider	Course Details
NSW TAFE	Data Processing Certificate (software development, systems analysis and design)
Chambers and Associates	PRINCE2 Practitioner (certified)
SAP	Crystal Reports, Web Intelligence, XCelsius, Universe Design and Development, Voyager
Various	Relational database management and design, SQL, MS SQL Server, Informix, Oracle
Novell	CNE

Additional Information

Sample of Past Clients	NSW DPI, NSW Fisheries, Westpac, Telstra, David Jones, Commonwealth Bank, Chase Bank Hong Kong, NSW Treasury Corporation, Investec Bank, JB Were, Deutsche Bank, Sydney Futures Exchange, Australian Stock Exchange, National Bank New Zealand, Bank of New Zealand, Auckland Savings Bank, Vodafone.

Technical Competencies	**Networking**: TCP/IP, IPX, Ethernet, Token Ring, Active Directory, Netware Directory Services **Operating Systems**: Unix, DOS, Windows, MAC OS **Database**: MS SQL Server, Informix, Oracle, MS Access, INGRES **Development**: VB, .NET, INGRES ABF, RPG, COBOL, SQL, DTS, Awk **Application Servers**: Tomcat, Websphere, .NET Framework **Business Solutions**: Frontline service delivery systems (J2EE, MS .NET, MS Access, Citrix), Dealing room trading and real time information delivery systems (NxORC, InVision, Slingshot), ACD (Rockwell Transcend), IVR (Aspect Generations), Workforce Management (Pipkins), Email Management (Kana Response), Email direct marketing (Kana Connect), Knowledge Management (Kana Knowledge), Enterprise Reporting (Actuate, Business Objects, SSIS, SSAS, SSRS).