**Stephen Kim**

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**Executive Summary**

Over twenty years of experience in the **IT industry**, most recently in **Westpac, AAPT**, **MLC** and **IBM GSA as an DBA, Application Development & Support Analyst** and **Change Specialist**.

Experience includes software analysis, development with methodology and release management in the midrange and support applications, using languages**, Java, JSP, XML, PHP, HTML, JavaScript, VBA, C#** advanced **Excel** with databases **DB2, Oracle, Microsoft SQL Server, MySQL** and **IBM WebSphere** working with various business requirements. Projects have been varied in scope, ranging from **banking, financial**, **telecommunications,**  retail point-of-sale systems, and document/security tracking systems.

Hold Master of Business Administration degree.(MBA)

Key skills include:

* Implementing/replacing large scale software with Methodology,
* UML modelling and SDLC concept
* Support IT services and handling application servers in Dev/Test/Production environments,
* Communicating with internal business managers, end users, third party suppliers and vendor
* Risks management,
* Time management on the given projects,
* Constant improvements and release of applications in server environments,

## **Employment History**

**ABS**  **Jan 2013 – Current**

**Application Development**  for my own business with studying Mobile App development in Northern Sydney Institute TAFE

Updating IT skills during this period:

* UML modelling using IBM Rational Rose for Project Management with SDLC concept
* Agile Methodology and Prototyping
* Business Analysis Fundamentals
* Insights for Business Analysis
* SQL Power Architect and MS Visio
* Java Mobile App development
* C# with Microsoft Visual Studio

Including:

* Northern Sydney Institute TAFE – **Programming - Certificate IV (ICA40511)** – Analyse software requirements, design a database, Java, XML, c# with .Net, Apply skills in object-oriented design
* Northern Sydney Institute TAFE **- Web Design and Development – Certificate IV (ICA40311)** – Web Design and layout, Web programming, Content Management Systems
* Northern Sydney Institute TAFE **– Interactive Digital Media – Certificate IV (ICA40815)** – developing interactive multimedia applications for use across a variety of industry sectors, such as online content provision, training, marketing, media, and retail etc.

**Westpac Banking Corporation** **Dec 2008 – Dec 2012**

**Application Development and Support Analyst** for **Internet Online Banking Service Delivery** and other internal / External Web applications

**Responsibilities**: **(**Level 2 & 3 Support and Change onWestpac Websites and Online Banking with a 24x7 on-call support) in IBM WebSphere, DB2, Oracle and SQL Server. Involved in the complete Software Development Life Cycle for online banking application, from requirements gathering and management, design, development, testing, maintenance and defect resolution, organising multiple teams in different stages of workflow with inter-group communication. Also involved in Process Improvement activities in application and server administration.

* Working with various project teams according to their system and technical requirements – Including BT
* Delivered a new BT Super BTI delivery project successfully without any issue. (IT Manager congratulated on a good feedback from stakeholders involved this project.)
* Managed Application servers, with monitoring and trouble-shooting
* Deep Analysis into server issues and fix
* Preventing from issues and established early warning system if server not healthy
* Installed applications and implemented configurations at application servers without outage.
* 1st and 24x7 On-Call requirements and response as primary point of contact, Post Implementation Verification duty performed
* Supported, maintained and release the Website Online Banking Application at IBM WebSphere with Deployment manager.
* Always kept servers in good and efficient condition with ownership responsibility.
* Installed .NET framework at servers.
* Developed VBScript
* Implemented configuration change in database for DB2, Oracle, and SQL Server.
* Created/Updated/Maintained DB2 database according to business requirements (more than 50s)
* Created auto scheduled queries in DB2 to collect data on customer responses and reported to business managers in Westpac.
* Maintained SQL queries to support online banking
* Liaising with external vendor
* Maintained BPAY View processing
* Disaster Recovery coordinator
* Incident Management (in REMEDY)
* Change Management on on-going changes and implementation
* Gathering Business Requirements liaising with business managers as a main contact and SME to implement the BUSINESS Campaign requirements from BA and managers with face to face meeting and phone call
* Delivered project with Java code changes in J2EE Webtop application
* Build a release EAR by using Maven and deploy into for **Webtop** application (Integrated Web Application for Online Banking ) which aggregates the following applications:
	+ Internet Online Banking
	+ Message Centre/Minder/Teaser
	+ BT Superannuation
	+ Altitude Point Link
	+ Other Accounts and Balance Sheet
	+ Forms Tools and Home Loan Calculators
	+ Password reset
	+ MQ/EAI to get customer account balances
* Supported Westpac Home Loan application software, IntroducerNet and PIV(Post Implementation Verification) testing
* Westpac Website Monthly release with Alterian’s Morello
* Oracle upgrade into Morello system.
* Developed efficient support/monitoring tools on web application servers.
* Supported and updated the test/development environments on web application servers.
* Supported IHS(IBM HTTP Server) servers including Linux server
* Created and maintained in SharePoint on the procedures, manuals on release, support and technical knowledge
* Monitored the Control-M jobs (scheduled batch processing)
* Support Alterian's technology and Monthly release of Westpac Website using Morello Smart Client / WebSphere EAR installation / Apache Tomcat WAR file update with JSP/ Oracle sqlplus runs / CSS update / Morello services restart / in the test/production/DR environments. (Westpac found that Alterian's robust technology was a "bestfit" for its needs. A website speed 12 times faster than an average Australian banks' response time and with 100% uptime. Forrester Reports further validated Westpac's investment by selecting Westpac first out of all UK, US, Canadian and Australian banking websites. )
* Support and Develop PC-MIS PCMIS with Unica NetTracker/NetInsight - (Product Channels Management Information Systems) is an application used for offline analysis and reporting of usage within Westpac’s customer and non-customer facing applications.

**Achievements:**

* Led more than 15 projects in a high-pressure mission critical environment
* Successful delivery and support on Internet Online Banking in Westpac Retail and Business) by reducing outage time to none and high CPU incident that previously caused the slowness in Internet Online Banking
* Successful monthly release on Westpac Websites by using Alterian Morello from test to production environment
* Support Internet Online Banking Webtop without severity 1 or 2, for example, Paul Spiteri, Head of Application Domains.SDA, Technology rang me to express his thanks for my incident effective recovery in Webtop when it was caused by SAN issue
* Built and implemented for Monitoring Webtop and immediately sending alert email to Webtop Support if unusual symptom
* Developed a new VBScript to collect Web IHS data by different time range, for example, 1 or 5 seconds, 10 or 15 minutes or 2 hours
* Oracle upgrade to 11g

**AAPT / PowerTel Limited** **Apr 2005 – Dec 2008**

**Senior DBA & Analyst Programmer** **for Service Provisioning** and **other web applications**

**Responsibilities**: **(VBA, MS Access, SQL Server, Oracle, PHP, and Java)**

* Involved for transition of entire software system from previous RequestDSL (Melbourne) to PowerTel (Sydney) – It was successfully implemented into Sydney IT system.
* Support various applications and database (DBA & development)
* Created SQL Server stored procedures (100s)
* Develop on-going projects on Service Provisioning System (inc. VBA/MS Access/Perl Script/SQL Server) using forms/modules/classes/reports
* Order Management project developed in Java/JSP/Oracle
* Front-end JPivot Business Report with Oracle backend
* Trouble Ticket Template project developed in Java/JSP/Oracle
* ‘Safe Custody for Legal’ project developed in Java and Oracle database to Add/Update/Delete/Search in web service
* Online Ordering System (OOS) support using PHP/JavaScript
* iiNet Portal support using HTML/Java/JavaScript/XML and UNIX
* Build new tables and modify the existing tables in databases
* Developed stored procedures, define functions in databases
* Build DTS / SSIS (interconnection between objects)
* Build new reports and locate them in SQL Server Job (scheduler)
* Release new version to end users and notify them

**Achievements:**

* Service Provisioning System in PowerTel has been rolled as the major wholesale management system in AAPT
* 18 complex Trouble Ticket Templates have been delivered on time without error in the customer post verification test.
* Delivered monthly project release for users to manage their workflow for provisioning.

**Projects:**

* Order reporting system development using J2EE/Java/ JSP / Oracle / JPivot / SQL Server
* Service Management System usingVBA/MS Access / MS SQL Server
* ‘Trouble Ticket Template’ development using Java / JSP / Oracle
* ‘Safe Custody for Legal’ development to Add/Update/Delete/Search/Report using Java and Oracle database
* OOS and iiNet Portal Development/Support using Java/JavaScript/XML/HTML/PHP

UNIX (with CVS)

* Implemented Automation on Provisioning Service using Queuing, FTP, new front-end screen and back-end database changes using SQL Server
* Continued support for Service Provisioning System, taking over the support role using SQL Server 2000, MS Access 2000 and Perl Script

**MLC Limited (NAB)** **Mar 2004 – Mar 2005**

Superannuation Fund / Wealth Management

**Contractor for MasterKey Investment Service Project**

**Responsibilities**: **(VBA, MS Access and Oracle, using PL/SQL)**

* Configure the auto robot tasks to invoke above the workflow related tasks.
* Configure the exception (error) tasks to create an event notification
* Support for system and integration test for Workflow of MKIS project

**Achievements:**

* Delivered 61 new workflow tasks to manage their workflow for the new MasterKey Investment Service product

**Projects:**

* Created PL/SQL into Compass database system according to MKIS business requirements.
* Wrote the design document for workflow events, exception- notifications and automations for MKIS using Microsoft Word, Excel, MS Access and Visio, Compass Insurance System
* Built the workflow events, exception reports and automations for MKIS using PL/SQL, SQL Navigator 4.4 for Oracle, Microsoft Visual Basic and MS Access
* Implemented new configuration onto the system allowing integration testing and supported testers, followed by implementation of the live production environment using PL/SQL Script, SQL Navigator 4.4 for Oracle, Defect Management System, Microsoft Visual Basic and MS Access

**IBM GSA** **Jul 1999 – Oct 2003**

Outsourcing by Telstra, MLC(NAB) and Reach.

**Analyst Programmer** in **Application Management Services**

**Responsibilities**: (Oracle using PL/SQL, HTML, Java, IBM WebSphere, VBA, MS Access, SQL Svr)

* Developing, supporting and implementing for various applications including BigPond Wholesale Management Billing System
* Major client liaisons were – Telstra, MLC(NAB), Reach and IBM Australia
* Create master test plan and test cases with full lifecycle testing

**Achievements:**

* Successfully converted to Multi users for Telstra Internet Access System (TIAS - Telstra’s billing system) for BigPond Wholesale Management Billing System

**Projects involved in:** Developed the multi-user system for Oracle for Telstra Internet Access System (TIAS - Telstra’s billing system) for BigPond Direct and customer care application, using MS Access, VBA, Oracle, ODBC, and Unix

* IBM Sales Promotion items in Web using IBM WebSphere, HTML
* Developed Telstra Traktor project data files transferred to remote server by FTP using Unix

Oracle 7.4

* Supported Telstra POMS (Planned Outage Management System) project using Century 2000

VB and Oracle

* Developed / tested Telstra GAPS(Guaranteed Assessment Payment System) project Ad-hoc View with Oracle using Unix, Ventura and Oracle
* Maintained Telstra AEST-F (Telecommunication Incoming/Outgoing Traffic Report) system with SQL Server using Microsoft SQL Server and Crystal Report
* Supported and implemented the required enhancements by Telstra BigPond IT Manager and Marketing, including testing using MS Access, Oracle and ODBC
* Implemented enhancements on NAB(MLC) Retrenchment Payment Worksheet using Excel programming and VBA
* Developed/tested Reach – Sales Data Project using VBA and MS Access

## **Position Held Prior to 1999:**

Details available on request

## **Educational Details:**

**NSW TAFE Cloud Computing** Solutions and Services and Storages

**Northern Sydney Institute - IT** **Programming** - Certificate IV (ICA40511) – Analyse software requirements, design a database, Java, XML, c# with .Net, Apply skills in object-oriented design

**Northern Sydney Institute - IT** **Web Design and Development** – Certificate IV (ICA40311) – Web Design and layout, Web programming, Content Management Systems

**Lynda**  Insights for **Business Analyst**

**Lynda** Business Analysis Fundamentals

**Oracle University** **Java Programming**, Java SE6

**Alterian Australia**  Morello Fundamentals

 **Morello Server Admin** Windows/Oracle course

**Microsft Services** SDL-IT Secure Applications Development Workshop

**Microsoft Certified** Administering a **Microsoft SQL Server** Database

**SunGard Insurance Systems** **Compass** (insurance system) Training

**IBM** Technical Training Services IBM **WebSphere Best Practice** Mentored Workshop: **Developing e-business Solutions**

**IBM** Solution Partnership Centres IBM **Web Services Workshop**

**IBM** Learning Services IBM **WebSphere Application Development Server**

**IBM** Learning Services **Java** **Programming** using VisualAge for Java

**IBM** AD/M Management **Peer Reviews / Inspections System**

**Total Metrics** Applied **Function Point** Analysis

**Microsoft Institute** **Object Oriented Programming** in C++

**Microsoft Institute** Programming for the MS Windows Environment

**Housley Computer** Australian **Data Communications**

**University of Technology C Programming**

**University of Technology Computer Science**

**University of Yonsei Master of Business Administration**

## **Referees:**

Details available on request