Peter Read   0403 730021   Location: Townsville

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PROFILE

Peter is highly performed, both on the international and domestic scenes, as an ICT Manager with demonstrated expertise in Service Delivery and Project Management.   He has strong Operations, IT and process/procedure knowledge gained in a broad range of businesses & industries.

Peter's management roles have spanned a full range of IT services within both delivery and execution as well as collaborative and strategic planning over the last 20 years.

Peter is an IT professional leading teams of technical and strategic experts to ensure both operational and planned goals of the business are achieved.

SKILLS

IT Service Delivery Management
Project Management
Risk Management
Capacity Management
Automation Systems
Strong ITIL experience
SNOW service tool

CONTACT

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0403 73 0021
LOCATION:
Townsville
EMAIL:
peter@nest-consultants.com.au

INTERESTS

Electronics and Automation

EDUCATION

University of New South Wales
2002 - 2005
Master of Business and Technology

EMPLOYMENT HISTORY

Dstress Computers
IT Business Systems Specialist
Jun23-ongoing

Meet with Business stakeholders and investigate business improvements that can be achieved through technologies such as automation, collaboration, etc

Improve internal software application to increase efficiencies.

University of Western Austalia
IT Business Partner
Jul22-Jun23

Employed as part of the Service Delivery Department of UniIT. UWA is acknowledged as Western Australias leading University and has a very strong research undertaking. Responsibilities: • Engage with business owners, understand their expectations and manage the desired outcomes after engaging technology resources. • Assist business and IT units in providing Business Intelligence through the design and implementation of Microsoft BI reports • Report directly to Associate Director on all matters effecting the ITSD process. • Accommodate research scientists and professors requirements to improve better outcomes.
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Camping and outdoors

Digimen
General Manager & Technology Planning
Mar2019-Jul22

The Digimen is a leading North Queensland Print, Sign and Digital Social Media Company.

Responsibilities:

- Project Managed full change of aging infrastructure and Operating systems
- Complete planning and implementation of business CRM and all accompanying business applications
- Manage all staff and business systems including accounting and business planning
- Total responsibility for General Management of business directions and operations.

Achievements

- Complete replacement of aging technology including Virtual Hosts, Redundancy capability, routing infrastructure, telephony exchange
- Understand business model, plan better aligned technology driven CRM and improved overall business and HR systems.

NQ Dry Tropics
ICT Systems Adviser
Oct2019-ongoing

NQ Dry Tropics is a not for profit organization employing approximately 50 people who work with landholders in promoting Biodiversity improvement and sustainable agriculture in the North Queensland area of operations

Responsibilities:

- Project Manager for both infrastructure and Applications improvements
- Ensure 3rd party vendors are held to account
- Manage companies implementation of Google suite of tools
- Manage technology operations including multimedia and web, NAS and redundancy planning and external infrastructure support such as voip and routing.

Achievements

- Refurbish all technology topology to improve security and operational capability

- Constructed sample solutions using MS BI and Google Data Studio showing management the capabilities of technology tools to improve business performance.

South32
Service Delivery & Project Manager
Jun2015–Apr2019

South32 is a mining corporation which became its own entity after being part of a diversified group of assets from BHB Billiton.

Responsibilities
- Manager of all Information and Communications as well as Operational technology services.
- Ensure 800 users in a heavy industry environment have full production and safety provided to them from invested and future technologies. Manage staff of field service technicians as well as manager SLAs with major vendors and 3rd party providers.
- Organise and manage technician's workload and performance capability.
- Communicate business and technical requirements to national and international subject matter experts to ensure resolution to challenges.
- Manage and escalate all IT and OT challenges that could not be resolved within sufficient timeframes or with local resources
- Involvement and organisational planning of ICT and Communications projects as well as provide guidance for non ICT projects.
- Design and incorporate monitoring systems, projects (infrastructure and application), business strategy, budget and direction in an ITIL environment.
- Organise and Manage stakeholder communication and manage expectations.
- Attend/facilitate CAB, Capacity, Change and Risk Management meetings.
- Communicate issues and concerns of operational capability and provided SLA support with corporate contracts team.

Achievements
- Full upgrade to site wide compute and storage infrastructure (cisco/Huawei) upgrade.
- Replacement of voice comms to VOIP including digital backup systems for emergency wireless communications

- 99.9% uptime for all systems across operation.

- Representation and coordination for underground LTE implementation

- Implementation of monitoring systems to manage shortfalls in provided services to manage server room environment.

- 100% safety record for all subordinates.

- Installation project for health and weight measurement to 60 tonne underground Caterpillars vehicles report both payload and vehicle health data live to dashboards from 3km underground.

- Windows 10 SOE upgrade – quickest in company.

- Move Asset Management register from 3rd party vendor to internal SNOW tool for reporting and management

- Installation and upgrade of all Audio Visual and skype to corporate Active Directory for greater meeting capabilities.

- Implementation of monitoring systems to manage shortfalls in provided services to manage server room environment.
  100% safety record for all subordinates.

BHP Billiton
Senior Project Manager
Oct2014-Jun2015

BHP is a mining conglomerate with operations worldwide.   This role was based at their Cannington Operation which is an underground mine, processing plant, logistics chain and Port facility.

Responsibilities:

- Project Manager (contracted) to BHP Billiton for both infrastructure and Applications.

- Ensure 3rd party vendors are held to account for promised outcomes

- Report on progress of planned and underway projects to key stakeholders

- Manage all projects with an Agile attitude enabling business improvement without unnecessary failure due to poor planning or scope.

- Meet with stakeholders for all effected in planning and scoping out projects and improve direction with frontend loading of workloads

Achievements
- Part of team that diversified worldwide assets from BHP to South32.

- Performed major upgrades including moving asset financial application and data onsite from Chile, Upgrade 10 year old

documentation system, upgrade and move to cloud for flight and accommodation portal.

Anitua Security Services PNG
GM/National Technical Sales Manager
Jun2013-Jun2014

Anitua Security is part of the Anitua Group of companies based on Lihir Island in Eastern Papua New Guinea.   The Group consists of Security, Catering, Mining, Drilling and Retail Supermarket operations in PNG.

Responsibilities:

- Ongoing acting GM for 650 staff as back to back for FIFO GM.

- Manage Business and security technology over multitude of different Pacific Island territories including Port Moresby, Rabual and Bougainville

- Work with major business stakeholders (e.g. Newcrest Mining) to provide security services both physically and electronically for safer and more secure operations.

Achievements

- Ongoing acting GM for 650 staff as back to back for FIFO GM.

- Financial Budget Plan and presentation to the board of Directors.

- Technical Design and implementation of major security improvements.
  Provide technology driven tools to manage operations of many thousands of square kilometres.

Dialogue Australia
Project Manager
Aug2009-Aug2010

Dialogue is a IT technology company providing Project Management, Application Design and implementation to customers on a worldwide scale.

Responsibilities:
- Project Manage a full infrastructure upgrade to Yabulu Nickel Refinery in its purchase from BHP by Minerology.

- Manage upgrade to Servers and Routing infrastructure with little to no outages

- Manage Key stakeholder expectations and present written reporting on project progress
- Manage Risk and Financial Management.

Achievements

- Part of the team that provided fastest implementation of SAP in the world at that time.
- Recommended and changed preplanned project with my introduction and persistence to include VMWare virtual environment.
- Asked to manage application project upgrade whilst managing infrastructure.
- Asked to take on lead infrastructure position for duration of project when permanent manager resigned mid project.

Budget responsibility upto $4.5M.

Tony Ireland Group
Business Systems Manager/ Systems Administrator
Jun2007-Aug2010

- Leadership Management team member implementing and maintaining technology systems to enhance multiple businesses in the group.
- Redesign and implement multi location network with zero percent downtime to production.
- Investigate and present new or advanced technology solutions to business challenges.

Nest Consultants
Owner/Manager
2001-ongoing

- ICT Consultancy providing ICT Project Management, Service Delivery, Systems Administration.
- Customers including Royal Australian Army, Townsville City Council and Ray White organization.

Ultranet Internet Service Provider
Operations Manager
1998-2001

- Manage Service Desk.
- Employ and train technical services team
- Responsible to business for 5500 customers ensuring internet connectivity and reliability. Build and manage service desk operations including designing and implementing database and

frontend software to manage clients.

AVCO Financial Services
Customer Relationships
1994-1998

MCL Life
Sales Representative
1990-1994

Royal Australian Air Force
NCO Logistics
1980-1990