

Tony Stephens

IT Specialist / Business & Process Analyst / All rounder

I am a highly motivated professional with a strong work ethic and the desire to make a positive impact in any professional environment.

I bring a diverse range of skills, experience, and knowledge that I've developed over the years in many different roles ranging from simple office administration through to leading small and large teams.

I am a positive, happy, and pleasant person to work with & can work as a part of a team or independently.

Current Situation

I am currently working as a PC Support Engineer for a small company consisting of 3 staff. I am answering support calls, fixing issues remotely and, at times, doing site visits to fix various technical problems.

Skills

One of my strengths is helping people and companies work smarter. Because I have been in IT for some time, I have a very good understanding of current, emerging, and past technologies. This allow me to be able to help find or develop solutions to allow businesses to break out of the 'day-to-day' manual processes and work more efficiently.

My core skills are:

- Proficient with all forms of Technology.
- Very effective communicator (written / verbal).
- High attention to detail.
- Familiar with regulatory and compliance IT requirements.
- Adaptable.
- Documentation / Technical writing.
- Excellent people skills.
- Work well either as a part of a team or independently.
- Good understanding of project management.
- Ability to write code (C#, Java, ASPX, VB, .Net, CSS, HTML).
- Well versed in MS 365 (All Applications)
- Well versed in MS 365 (Back-end Administration)
- Fluent in Mandarin Chinese.

Work History (Overview 2003 - 2024)

2022 – 2024

PC Support Engineer (ON-IT Systems)

Providing 2nd and 3rd level remote support to various clients throughout NSW and Victoria, including end-user support, back-end administration and migrations.

2019 - 2022

Freelance Consultant (Self-employed)

Working on several projects involving moving a small business from Microsoft 365 to Google G-Suite and building an interactive online mapping system for the ordering of construction equipment.

2019 - 2019

Corporate Trainer (Beijing – China)

Working at FOTON DAIMLER heavy vehicle manufacturer to train their IT management staff on how to present information to management in English.

2018 - 2019

Freelance Consultant (Everlight Radiology)

After locating the problems with the email system and proposing a solution, I was asked to stay and design, build and implement the solution.

2017 - 2018

Freelance Consultant (Everlight Radiology)

Investigated and solved how 'internal only' emails were getting out to external employees and contractors. Designed a solution and presented it to the CIO and CEO.

2012 - 2017

English Curriculum Developer (Beijing – China)

Developed curriculum for an English training centre primarily focusing on adult businesspeople.

2003 - 2012

Shift Lead / Operations manager (UBS Australia)

I worked at UBS for 9 years. I started as a shift-leader for the EMEA (Europe, Middle East, Africa) time zone. This involved managing a team of 5 staff and handling global incidents related to the messaging systems. I then was asked to consolidate the 3 teams (EMEA, AMER, APAC) into a Global Operations Teams operating 24 hours. This consisted of 28 staff, and I was made the Global Operations Manager for the Sydney Messaging Support Team.

For more Employment history please feel free to see my web site: <https://tonystephens.com.au>

Work History (Detailed)

2022 – Current

Senior Support \ Systems Analyst

ON IT Systems Pty Ltd

ON IT Systems are a small to medium enterprise managed services company consisting of 5 staff. They provide all levels of support from end-to-end including cloud, on premises & hybrid environments. I was hired as a backup to the General Manager for high level, more complex system issues & to assist with complex migrations.

Key Responsibilities

- Provide 1st, 2nd, and 3rd level support to 30 managed services clients & 27 smaller ad-hoc clients.
- Troubleshoot daily issues that arose.
- Analyse & find solutions to prevent the issues recurring.
- Improve & streamline processes where possible.

Major Achievement/s

- Brought the outstanding ticket count from 800+ to under 30.
- Wrote multiple PowerShell scripts to help automate regular administrative issues.
- Created MS 365 Forms + Power Automate flows to help clients with things such as 'New Patient' registrations.
- Improved the usability of the RMM software & created scripts to monitor client VPN 'up-time'.
- Migrated a key client from Exchange 2010 on premises to Exchange 365 \ Teams migration.
- Implemented MS Defender 365 End point manager for a financial services client.
- Assisted in the Security Audits for several small financial services firms.

2019 – 2022

Freelance Business Analyst / Consultant

Private Consulting to Small Business & Start-Ups

- The first project was working with an SME to help them mitigate the security problems caused by a disgruntled ex-staff member. I helped the company move their infrastructure from a Microsoft 365® Tenant to a Google G-Suite® environment. I also worked with the lead web developer to integrate staff, client & external access to the company resources & consult on the client-facing aspects of the business.
- The second was working with a start-up 'temporary fencing' company to create an online interactive ordering system from scratch. The web application uses Google Maps® to allow the clients to plot the location of their required temporary fencing. It calculates distance, number of fence panels required, additional supports etc., and allows for the company who manages the procurement process to see exactly where to deliver & install the product.

2019 – 2019

Corporate Trainer (Beijing, China)

LINKO HR Consulting

After returning to Beijing, I was offered a role training 14 managers in the IT department of "FOTON Daimler" a heavy vehicle manufacturer. I was travelling to their manufacturing plant 2 days a week to provide intensive training on how to present their systems to their foreign counterparts.

Key Responsibilities

- Help each manager explain their specific system in detail using English.
- Teach them how to design PowerPoint presentations that appeal to a non-Chinese audience.
- Train the students in "how" to deliver effective presentations.
- Discuss business etiquette & help them with any other business-related issues they might have.

Major Achievement/s

- Created 90% of the course material.
- Received outstanding feedback from the director of IT. He was so pleased with my training that he asked that LINKO only send me to their site for future training sessions.

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Business Systems / Process Analyst

Work History (Continued)

2018 – 2019

Business Analyst / Developer
(3-month contract)

Everlight Radiology

After implementing the first phase of the previous design, I was asked to return and help implement further changes and build more tools & systems to automate the distribution lists for the company.

Key Responsibilities

- Design and build an SSOT (Single Source of Truth) for the company's user base as they had no HR system.
- Design & build several Web Portals to allow users maintain their accounts.
- Created standards around the creation of user accounts & distribution lists/groups.

Major Achievement/s

- Being invited back to implement further process refinements.
- Developed a single source of truth by utilising the Microsoft Active Directory.
- Created a self-serve web portal for the management of Distribution Lists / Groups.
- Wrote multiple PowerShell scripts to automate much of the system management.

2017 – 2018

Business Analyst / Developer
(1 month contract)

Everlight Radiology

Everlight Radiology are a tele-radiology company and process millions of digital medical imaging diagnoses a year. They had recently merged several companies to form Everlight, as a result their messaging systems were experiencing some issues. I was asked to look at their systems, find the problems & recommend a solution.

Key Responsibilities

- Diagnose the underlying issues that were being reported by the users & management.
- Liaise with key stakeholders & executive team.
- Present findings & recommend a solution.

Major Achievement/s

- My recommendations were accepted by the CEO & Executive Team.
- I was asked to stay on for a further 2 months to implement the solution.
- Reduced a severe user/object duplication issue in the Active Directory.

2012 – 2017

English Trainer & Curriculum Designer
(Beijing, China)

Aceleader / United English

At the start of my time working at Aceleader I was a fulltime English teacher. I was teaching adults at their Zhongguancun centre in Beijing. After 12 months working in the centre as a teacher I was asked to take over for the development of a new curriculum & design the material for the new curriculum.

After leaving AceLeader I worked for United English in their Corporate Training department. This involved training business professionals in various aspects of business etiquette, business English & helping them give effective presentations & hold meetings in English.

Key Responsibilities

Teach English to students of a low – high level. Train Chinese speaking students in the following,

- Business Etiquette
- Critical thinking
- Customer Service
- General English
- Negotiation Skills
- Giving Presentations

Major Achievement/s

- Held a 10 day "summer camp" for a group of 90 schoolteachers and helped them to use different methods to make their teaching material more engaging for their students.
- Taught at 4 of the top 5 Luxury Hotels in Beijing.

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Business Systems / Process Analyst

Work History (Continued)

2003 – 2012

Process Analyst \ Operations Manager \ Shift Lead

UBS AG – Australia (Swiss Investment Bank)

I started working at UBS in 2003 as the EMEA (Europe, Middle East, Americas) Shift Lead managing a team of 5 staff. Within 12 months I was promoted to Associate Director and Operations Manager and asked to consolidate (and manage) the 3 independent teams consisting of 28 staff, into a single group to care for the Asia Pacific, EMEA and the United States. After successfully completing this role I moved into the role of Process Analyst, Automation Analyst and Application \ Solution Designer. During this time, I reduced the team's global response times to users' requests and service outages significantly and provided several "self-service" portals to give the end users a better "end user experience" and provide faster response times allowing the technical support team to focus on more important infrastructure work.

Key Responsibilities

- Enable the Office Communication and Collaboration (OCCS) Teamwork smarter.
- Key technical contact for the migration of the Enterprise Service Management system from "Remedy" to "Service-Now".
- Make recommendations on ways to enhance the various messaging technologies used - Exchange, Blackberry, Topcall Faxing, and Lync (now Skype).
- Design, build and rollout various solutions, applications and processes for our internal team and our business customers within UBS.
- Evaluate requests from the Business and develop better processes.
- Liaise with business groups to assist them in leveraging the various messaging and collaboration technologies allowing them to work more efficiently.
- Understand the needs of the Operations Team and the Business and ensure that the OCCS Team is working to meet these requirements at the best efficiency level possible.
- Manage the Global Operations Team in Sydney, consisting of 28 staff and 3 Shift Leads operating on 3 shifts, 24 hours a day and 5.5 days a week.
- Ensure the day-to-day operation of the Banks Messaging Infrastructure was maintained to the highest level. This consisted of; *230 Exchange, 76 Blackberry, 92 Topcall, 135 Compliance \ Archiving, and 54 Unix Servers worldwide.*
- Complete monthly, quarterly, and yearly performance management reviews for all staff.
- Design new processes, open communication channels and form synergies between other functional Teams that Global Messaging rely on for support.

Major Achievement/s

- Designed, built, and implemented an automated toolset for "on boarding" new staff. This resulted in a time saving of over 1,600 man-hours per annum. This in turn resulted in the highest level of service ever recorded by the Global Messaging Team for this type of request.
- Completed ITIL Foundation Certificate.
- Successfully built a solid 2nd level Global Support team.
- Implemented new shift patterns to help make work-life balance better for the staff.
- Was instrumental in repairing damaged relationships with the regional support teams.
- Designed and built a tool to allow the Team to locate users and retrieve "messaging specific" information – combining multiple utilities on one concise screen.
- Assisted with the design and build of a Web interface to allow helpdesk operators troubleshoot Blackberry devices.
- Built various web-based tools for the Global Messaging Team. This allowed them to respond faster when dealing with incidents as well as becoming more efficient when performing daily administrative tasks.
- Designed, built, and implemented an Exchange 2003 server backup monitoring web site. This provided the Operations Team with a regular status of the server backups (230+ Exchange servers globally) this prevented several system outages due to advance warning.
- Worked with the business to differentiate "Investment Bankers" from all other users within UBS to maintain strict regulatory and compliance boundaries.

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Work History (Continued)

2002 – 2003

Level 3 Messaging Specialist

Hewlett Packard Australia – Managed Services

As a messaging specialist at Hewlett Packard (HP) I was responsible for managing the messaging infrastructure for 8 different international clients. This involved a large amount of customer relations, process analysis, problem solving and technical support.

Key Responsibilities

- Manage, maintain, and support the email infrastructure for large enterprise customers such as Vodafone, Optus, NDC, Norkse Skog, Pasminco and Rheem Australia.
- Identify and fix any problems that may occur with the messaging environment.
- Suggest solutions to rectify architectural problems that may be found.
- Support and maintain the Microsoft Exchange messaging infrastructure 24 x 7.
- Provide technical expertise and recommend solutions where required.
- Consult on projects involving new and existing messaging products and technologies.
- Document the existing environments.
- Train existing HP administration staff on the Vodafone environment.

Major Achievement/s

- Assisted with the redesign of the messaging infrastructure for Vodafone Australia.
- Designed and implemented a plan for migrating 600 gigabytes of email from Exchange 5.5 to the new Exchange 2000 environment for Vodafone.

2001 – 2002

National Email Administrator

Vodafone Australia

I was asked to join Vodafone in 2001 due to “word of mouth” from a colleague. The National Infrastructure Manager was having multiple problems with the existing Microsoft Exchange 5.5 environment, with many service outages during business hours, some resulting in loss of revenue. As a result, I was asked to come in and provide expertise on how to resolve the problems and redesign the Exchange environment.

Key Responsibilities

- Identify and fix existing problems with the messaging environment.
- Support and maintain the National Microsoft Exchange messaging infrastructure (3,500+ users / 33 Servers / 19 Exchange Sites).
- Provide technical expertise and recommend solutions.
- Consult on projects involving messaging products and technologies.
- Document the existing environment.
- Train existing administration staff on correct and efficient ways of managing an enterprise Microsoft Exchange environment.

Major Achievement/s

- Built an Enterprise Backup solution to allow “instant” snapshots of the Exchange Databases before this technology was commonly available.
- Technical Lead for a SAN Migration Project. This involved working closely with the Project Management Team and other technical support staff to co-ordinate the design, construction, testing, and implementation of a new National messaging infrastructure.
- Re-architected the existing Exchange 5.5 infrastructure and solved many of the routing and replication problems previously being experienced
- Implemented wireless email connectivity application for a GPRS/Compaq iPAQ PDA trial during the 2002 Melbourne Grand Prix.
- Setup connectivity between Vodafone Australia and Vodafone New Zealand's email systems - Microsoft Exchange to Lotus Notes
- Implemented a message archiving solution called “KVS Enterprise Vault”. Enabled Vodafone to become the first company in Australia to put this solution into production.

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Work History (Continued)

2000 – 2001

Exchange 2000 Architect / Technical Consultant

Telstra Australia

After completing several Microsoft Exchange designs for Network Design and Construction (NDC) a division of Telstra. I was asked to come to Telstra as a Subject Matter Expert (SME) for messaging technologies. I had completed the “Exchange 2000 Academy” run by the Microsoft SMEs in Melbourne and therefore had an advanced knowledge of this product before its release to manufacture (RTM). Telstra saw Exchange 2000 as an opportunity to develop a new product and requested I help design the prototype solution. This was an early attempt at “cloud computing” or Application Service Providing as it was then called.

Key Responsibilities

- Assist with the Exchange 2000 component of an existing project.
- Design an entirely new infrastructure based on Exchange 2000 for Telstra to build a new messaging product.
- Consult on existing disaster recovery scenarios and propose changes / additions.

Major Achievement/s

- I was the key designer of a new Telstra messaging product utilising an Exchange 2000 backend.
- Worked as the Technical Lead for a team of 7 throughout Australia and liaised with customers and vendors to come up the best possible design.
- Designed the Exchange 2000 environment as a clustered solution on a Compaq RA8000 SAN.

1999 – 2000

Exchange 2000 Architect (SME)

COMPAQ Computer Australia / Professional Services

As a Microsoft Exchange Architect (SME) for Compaq Professional Services I was sent to various client sites to design, build and implement enterprise messaging infrastructures. This role required a high degree of professionalism, courteousness and problem solving.

Key Responsibilities

- Lead a technical team of 5 contractors in the design of a National Microsoft Exchange messaging infrastructure.
- Provide technical expertise, recommend, and design solutions.
- Consult on projects involving various messaging products and technologies.
- Design, build and implement technical solutions.
- Document all aspects of the solutions and designs.

Major Achievement/s

- Assumed role of Senior Architect role for design of the Exchange messaging environment.
- Designed all aspects of the messaging infrastructure for “Network Design and Construction Ltd”. A total of 31 Servers and 5,200 users throughout Australia.
- Attended and graduated from the Compaq “Exchange 2000 Academy”.

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Work History (Continued)

1999 – 1999

Microsoft Exchange Rollout Project

Nestlé Australia

After previously working for Nestlé as a support engineer, I was asked to come back to manage the Microsoft Exchange migration from Microsoft MS Mail and assist with some aspects of the design of the Microsoft Exchange environment in Australia.

Key Responsibilities

- Assist in the design of the Microsoft Exchange Infrastructure for Australia.
- Technical Lead for the rollout of Microsoft Outlook supervising a team of 4 desktop support staff.
- Migration of 2700 users (and data) from Microsoft Mail to Microsoft Exchange.
- Building and Installation of Exchange Servers.
- Develop the Standard Outlook Client for Rollout to Desktops / Laptops.
- Provide 3rd Level Support to the Desktop Specialists.
- Day to day running and maintenance of entire Microsoft MS Mail and Microsoft Exchange network (38 post offices throughout Australia).
- Day to day running and monitoring of Microsoft Exchange Core Site for Australia, Asia Pacific region and South Africa.
- Monitoring of the Global Microsoft Exchange network on a follow the sun basis with Nestlé Vevey (Switzerland), Nestlé USA and Nestlé Australia, A total of 72,000 users and 133 Microsoft Exchange Sites.

Major Achievement/s

- Successfully migrated 2,700 users in Australia from “MS Mail” to Microsoft Exchange without the loss of data, functionality, or services.

1997 – 1999

Microsoft MSMail / Exchange Administrator

Macquarie Bank

Macquarie Bank was in the process of migrating from “MS Mail” to “Microsoft Exchange 5.5”. As a result, they needed to free-up their full-time staff to focus on the migration and required someone to manage the day-to-day administration of the existing environment.

Key Responsibilities

- Creation and deletion of users on MS Mail, Microsoft Exchange, UNIX aliases, SMTP.
- Provide 2nd Level Support for approximately 2,500 users.
- Day-to-day running and maintenance of entire MS Mail network (30 post offices throughout Australia and Overseas).
- Creation of new post offices as required.
- Setting up of new laptops for remote mail (modems, communications, training of users)
- Administering message transfer agents (MTA) locally and via remote using NT4 Server.
- Assisting with Microsoft Exchange roll-out.
- Day-to-day running and maintenance of Exchange Servers.

Major Achievement/s

- Created tools for administering the Microsoft MS Mail network using Visual Basic 3.5.
- Created an Access databases to analyse MS Mail network traffic.
- Passed “Microsoft Exchange Server 5.5” component of MCSE exam.

I have the previous 10 years employment history from 1987 – 1997 which also includes working for American Express, Caterpillar & MYER. If you would like to see this additional information, please let me know, I'd be happy to forward it on.