

PAUL BOWMAN

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QUALIFICATIONS

- Advanced Diploma of Computer Systems Technology (Current)
- IT Essentials I – PC Hardware and Software
- Advanced Diploma of Computer Systems Technology
- Certificate IV in Computer Systems Technology
- Diploma of Information Technology (Networking)
- Diploma of Information Technology (Project Management)
- Diploma of Information Technology (Systems Administration)
- Certificate IV in Information Technology (Networking)
- Certificate III in Information Technology (Network Administration)
- Certificate in Bookkeeping and Financial Skills
- Certificate IV in Information Technology (IT Administration)
- Certificate III in Information Technology
- Statement of Attainment in Computer Programming, Basic
- Certificate in Office Practice
- Certificate in Data Processing Concepts

KEY SKILLS AND ABILITIES

- Upgrade of computer systems
- Excellent ability to Troubleshoot
- Repairs and maintenance of computers
- Ability to build servers, data bases and simple computers
- Computer training experience
- Operating, connecting and repairing hardware
- Program development and training
- Creative ability to build websites
- Ability to upgrade computers
- Task and goal oriented
- Excellent time management skills
- Ability to work autonomously or in a team
- Organised, reliable, punctual

ACHIEVEMENTS

- Received College Managers Award for dedication to study in the course Certificate III in Information Technology (Network Administration)
- Built network servers for Macquarie and Liverpool Tafe
- Built own personal website

EMPLOYMENT HISTORY

2011 – 2012

Company: Camden Computers

Position: Computer Technician

- Troubleshooting
- Repairs and maintenance
- Sales and service
- Hardware and software repairs
- Deal with escalated technical issues
- Build simple computers
- Upgrade computers

2001 – 2011

Company: Disability Service Australia

Position: Table hand

My achievements in this role include:

- Packing and counting screws for B 'n' D Roller Doors
- Operating pressing machine
- Pressing out parts with a pressing machine
- Fixing the pressing machine when needed

1999

Company: Conception to Completion

Position: Table hand

My achievements in this role include:

- Replace old video covers with new covers
- Replace sticker new bar codes for Golden Books for the Australian market

1997

Company: Ability Computer Services

Position: Data Entry Operator

My achievements in this role include:

- assist systems analysts and/or designers in researching and documenting computer users' requirements
- analyses objectives and problems specified by analysts and/or designers
- translate the solutions provided by systems designers into detailed program specifications
- prepare documentation for other programmers, users of the system and other support services workers

- undertake program design activities including definition of data and error message arrangements
- supervise and report on the work of junior programmers
- modify and document program code to correct errors or to enhance a program's capabilities
- test the programs and make amendments
- Prepare reports on the status, operation and maintenance of system software for use by computer equipment suppliers, systems designers, other programmers and computer operators.
- Creating database for disability magazines and equipment
- Answering phones if necessary
- Banking duties
- Responsible for posting all office correspondence
- talk with managerial, administrative and technical staff to determine information needs, data flows and systems definitions
- establish and control systems access and security
- coordinate protocols for operation within multi-user IT networks that provide voice, data and text transmission
- check systems in order to optimize performance and to initiate recovery action after system failures
- implement regular housekeeping procedures, including data backup
- manage the distribution and retention of data on various storage devices
- coordinate system updates and replacement of outdated versions
- maintain data dictionaries
- provide day-to-day advice to users on data structures and terminology
- provide assistance in testing new equipment and systems
- prepare technical reports on the operation of systems
- prepare systems cost estimates and cost-benefit analyses
- coordinate the work of support staff
- Provide training in systems use and access.

1995 – 1996

Company: Macarthur Disability Service

Position: Data Entry Operator

My achievements in this role include:

- Creating MDS database
- develop course and instructional material including visual aids, student handouts, training exercises and reference material
- plan, design and coordinate training programs
- assess and analyses training needs
- conduct teaching sessions or lectures
- assess students in various settings
- maintain student and client records
- evaluate learning effectiveness
- prepare reports for management on training budgets and outcomes
- work with experts in the areas where IT is being applied

- Talk to developers and suppliers of new IT products and teaching methods to maintain personal knowledge and skill.
- Answering phones when necessary
- Banking duties
- Responsible for posing all office correspondence
- identify the hardware and software needed to provide solutions to problems
- assist in the customization and adaptation of existing programs to meet users' requirements
- provide telephone, face-to-face and online support to customers
- download and install appropriate software
- connect users to networks and provide initial training in facilities and applications
- talk with vendors and programmers
- provide information relating to customers' hardware and software purchasing decisions
- make sure users can use the equipment by providing personal tuition and self-help instructions
- Undertake housekeeping and reporting functions for the area of responsibility.

WORK EXPERIENCE

2001 – Current

TAFE - Liverpool

Computer Technician

My achievements in this role include:

- devise and undertake a regular service program, including support of operating systems
- analyses problems and develop and implement solutions
- provide input on matters associated with site preparation and installation of large computer systems
- install cables for computer networks
- assist staff in establishing the computer hardware and associated equipment required to run IT systems
- Manage projects and supervise staff (in senior computer engineering roles).
- Rebuilding and upgrading computer systems
- Giving advice and support to people on to connect, fix and operate hardware
- Working within a TAFE Budget

REFEREES

Name: Kimberly Harris

Company: Macarthur Temporary Family Care

Position: Program Co-ordinator

Phone: (02) 9603 7011

Name: Craig Gibbons

Company: Liverpool TAFE

Position: Head Teacher IT

Phone: (02) 9827 8470

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