Grant Collingwood

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Date of birth: 07/03/1958

Marital Status: Married

Health: Excellent

Hi there and welcome to my slide show. I hope you enjoy this as I brief you on my background and achievements.

Grant

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Education

Tertiary

- Telephone Technicians Certificate.
- Supplementary Certificate in Telephony.
- Business Applications BA100
- Business Communications BC100
- Hardware Fundamentals HF100
- Interpersonal Skills IP100
- Program Development PD100
- Programming Principles PP100 (Merit)
- Programming PR110 (Merit)
- Software Fundamentals SF100
- Data Organisation & Control DT100
- Database Management Systems (Merit)
- CCNA (Incl Internetworking NW100,200,210,220)
- Ethics ET600 (Merit)
- Programming PR651 (Merit)

Secondary

- School Certificate.
- University Entrance, Maths and Physics.

Work Related

- Many Computerised Digital Switch related courses (Eg SS7, ISDN)
- Team Manager and Quality Courses
- Management Skills Workshop
- Computer software, eg MS Access.
- VoIP courses (Eg TGW,SBC,CMC)

Certificate Examples.

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Work Experience

•**1975** **12 Years as a Telecom Technician, based in New Plymouth.** While there, I attained my Telephone Technicians Certificate and Supplementary Certificate in Telephony.

•**1987** **2 ½ Years as a Supervising Technical Officer, Telebuild, a Telecom Build Group based in Auckland.** I spent most of my time installing or expanding Computerised Digital Switches.

•**1989** **2 Years as Supervising Technical Officer, TTEC 05, Telebuild, based in Auckland.** I managed Telebuild Switching staff in Auckland Central, controlled Digital Switch office data changes and miscellaneous telephone network changes throughout the Auckland area.

•**1991** **2 Years as Manager of the Auckland Office Data Group, Exchange Provisioning, based in Auckland.** My work as Manager, Office Data Group, Auckland, started with setting the group up, including job descriptions, accountabilities, interviewing, and creating the processes to make it work.

•**1993** **2 Years as a Senior Network Administrator, CNA, based in Hamilton.** While working in this group, I contributed a major part in the successful consolidation of Digital Switch office data activity in Telecom. I led the team in completing all office data changes as we consolidated from 16 locations to only one. (I.e. Hamilton).

•**1995** **5 Years as a Senior Technical Specialist, Switching Platforms Technical Support Group, Hamilton.** In my time here, I have achieved significant improvements in process and communication through the introduction of new technologies in fault data management. Some of this has been through a Computer Analyst role and some as a programmer.

A quick rundown of the last few years.

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Current Work

•**2000 3 Years as a Technical Specialist Team Leader.** I have been actively involved in setting up the Telecom Fixed Wireline Network Support Group in Hamilton. This group performs technical support and vendor interface at the highest level, within Telecom NZ Ltd. Recently, the success of our team has resulted in us being employed by Alcatel where we have been recognised as a key component in the success of the Telecom/Alcatel outsourcing agreement.

•**2003 2 Years as a Network Support Team Leader in Alcatel NZ**. Leading a team of specialists managing and supporting Network Platforms, including PSTN, IN, VSP, CMAR and Billing systems that record and deliver CDR's from those platforms. Continuing to deliver a high level of customer support, automatically processing faults, and providing effective Vendor management.

•**2005 2 Years leading a team of IP experts, supporting the AAPT and NZ IP Networks.** This work is based in the Alcatel NZ NOC, and involves the Performance Incident Management of the networks, within the ITIL model that has been adopted in Alcatel NZ. Also during this period of time, I carried through an initiative to implement an ITIL based Fault Management System in the NOC, including L1/L2 and Vendor interfaces. The later part of this role carried through to being the lead technical person involved in implementing a carrier class VoIP Network into the Telecom Network.

Also, for the last 9 years, I have operated my own company where I carry out a range of computer related activities. The main areas are C/C++, Foxpro, Excel, MS Access VBA, .NET and ASP programming and support. We have contracts with some companies, where we provide ongoing support and development functions. Some of my latest projects have been in .NET and Javascript/VBScript with ASP delivered database systems providing automation and fast centralised internet based systems.

During my career, I have received letters and awards thanking me for specific tasks and achievements. These demonstrate a high level of commitment to my employer and my customers.

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Detailed Involvement

Through my work experience, I have actively participated in a wide range of opportunities, and these have provided me with the following:

- ❑ Large variety of Computerised Digital Switch installation, and expansions.
- ❑ Indepth Digital Switch Office Data Management and experience.
- ❑ Developed a variety of Digital Switch cutover strategies.
- ❑ Set up Office Data Centralisation for Telecom's Digital Switch Network in Hamilton.
- ❑ Installed and supported National Office Data Administration System (NODAS).
- ❑ Several Management and Team Leader Positions.
- ❑ Active part in Telecom's Digital Switch software and hardware support, and referral to Vendor (NEC) of faults.
- ❑ Active part in Vendor negotiations and Operational Review meetings, where I have been representing Telecom NZ Ltd.
- ❑ Team Leadership and Team Management that have driven large amounts of automation and efficient, effective handling of faults with a high level of process and focus on customer service.
- ❑ System development, especially on Internet and Citrix based systems providing centralised database management for my customers.
- ❑ Responding and resolving faults and being available for continuing developments that customers request to further improve their service.
- ❑ Built, Implemented, Migrated a full ITIL based Fault Management System into the Alcatel-Lucent NOC.
- ❑ Lead the operational implementation of Carrier Class VoIP Network into Alcatel-Lucent NOC.
- ❑ Built and Managed my own company, with range of support contracts and regular developments for clients.

Significant items of involvement.

Information Systems

In recent years, my work has required the, almost, full time use of a personal computer. This has come about from the following:

❑ Advancing technology bringing telecommunications and computers together.
❑ My job advancements into supervision.
❑ My work requiring database administration and C/C++ programming (DOS and Windows).
❑ Wide use of the LAN/WAN environment for the transfer of information in our company.
❑ Introduction of support systems to improve the operation of faults and configuration in the Telecom Network. Recently this has included the development of an email fault queuing system.
❑ Considerable Visual Basic for Applications (VBA) programming in MS Access 2003/XP and Excel 97~XP.
❑ Considerable programming experience in ASP programming, developing and supporting online database systems.
❑ VB6 and dot.NET developments.
❑ Project involvement in the remote support of IP Networks, including Routers, Switches, DSL, ASAM, ATM. A significant part of this work is based around implementation of Documentation systems, Process improvement and implementing a new Preplan system, and associated improvements.
❑ Operational lead of a VoIP Network meant learning about the Voice and IP convergence, Softswitch, Session Border Controllers, TGW's MGC and all other major VoIP components.

These requirements, plus my own personal interests, have aided my development and knowledge of computer hardware and software.

Computer related activities have taken a large part of my life at work and at home. I continue to welcome the challenge.

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Courses and Interests

TRAINING COURSES:

Neax61 Full Course, Neax61 Toll, Neax61 Office Data, Neax61 G3, Neax61 ISDN, Neax61 ISUP, Neax61 SS7, Neax Software Debugging, ACDQ Workshop, Centrex Consoles, Management Skills Workshop, Foxbase, Quality and Team Manager. I have also attended a full year of Cisco Academy training, which enabled me to pass the CCNA 640-801 V3 external exam.

VoIP courses included TGW, SQM 8920, Splunk, SBC, CMC and MMPhoneR

BUSINESS COMPUTING COURSES:

I have completed studies for the New Zealand Diploma in Information and Communications Technology Level 5. This required passes in many courses, as listed in the Education section of this slide show. I have also attended MS Access Programming training in Australia, as well as Frontpage 2000 (basic and advanced), and Mapinfo courses in NZ. Most recently, demonstrating that I am continuing to learn, I have completed Merits in ET600 Computer Ethics and PR651 Computer Programming.

Post Graduate Certifications include CCNA, CompTia Network+ and ITIL Foundation.

INTERESTS:

Computer Programming and Development, Music, Films, Cars and Motorcycling.

Thanks for taking the time to watch this slide show, and I hope you enjoyed it. If you would like any more information, then please feel free to contact me.

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