

Daniel Roy Sanders

Address and Contact Details Available Upon Request
@ <http://www.danielrsanders.com/about.php>
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I am a highly versatile and analytical Computer Engineer with exposure to a wide range of areas in the ICT industry.

- › **Bachelor of Engineering Technology:** Major in Computer Engineering
 - › 3 years experience working for a large telecommunications company as a **Business Support Technician**
 - › An experienced **facilitator, trainer and team leader**
 - › Strong technical knowledge of web programming and software development methodologies
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EDUCATION

Bachelor of Engineering Technology

February 2004 – November 2005

Manukau Institute of Technology

- › Final project A+ (97%) – Awarded the highest mark in the Electronic and Computer Engineering department. A program written in Delphi 7 with the main objective of saving time for both network administrators and students alike by enabling them to easily upload and download configurations from Cisco networking devices such as Routers and Switches. Allows configurations to be saved from multiple devices at one time into a central location and uploaded again quickly when needed via a simple and easy to use graphical interface.

Diploma in Computer Network Engineering

February 2002 – July 2004

Manukau Institute of Technology

KEY SKILLS

<http://skills.danielrsanders.com/>

- › Microsoft Office Guru (Word, Excel, PowerPoint, Access, OneNote, Project)
 - › Operating Systems (Windows 98-Vista, Linux, Unix, Mac OS Tiger, Jaguar, Panther)
 - › Documentation and Report writing
 - › Training and facilitating experience and knowledge
 - › Networking: CCNA and CCNP
 - › Web development programming skills (HTML, ASP, PHP, XML, CSS, AJAX, MySQL, JavaScript and jQuery)
 - › Understanding of Web standards (W3C, IETF, ISO)
 - › Experience with open source CMS (Magento, Wordpress, Drupal and Joomla!)
 - › Experience with Wiki Software (MediaWiki)
 - › Adobe / Macromedia Software Suite (Dreamweaver, Flash, Freehand, Acrobat)
 - › Software development programming skills (C+, Delphi, Java and Visual Basic .NET)
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ADDITIONAL TRAINING COURSES

Cisco Certified Networking Associate (CCNA) - Cisco Ltd

Teaching Skills for Lectures/Tutors/Lab Demonstrators - The University of Auckland

Host Responsibility, In the Customers Shoes, Orientation and Fire Safety Training - BASS Hotels and Resorts

RSA –Responsible service of alcohol - The Queensland Government

EMPLOYMENT EXPERIENCE

Software Developer

April 2010 - Present

Acorn Software

- › Development of applications in Visual Basic .NET using Visual Studio 2008/2010.
- › Development and modification of simPRO application using PHP and MySQL.
- › Updating and creating documentation and company Wiki articles.

PHP/MySQL Online systems developer

July 2009 – November 2009

CybernamixQLD (*Made Redundant*)

- › Development of online CRM (Customer Relationship Management) systems and BMS (Business Management System) using
 - » PHP, MySQL, HTML, JavaScript, AJAX, jQuery, MooTools
- › Modification and expansion of existing BMS software
- › Offering advice to clients as to possible modifications or alternatives to proposed modifications.
- › Bug finding and fixing in existing BMS software

Freelance Web Programming and Development

January 2009 – July 2009

- › Actively built client base of international customers via Elance.com
- › Coded websites in HTML, XHTML or PHP from Photoshop designs.
- › Modified and tweaked server installations to optimise the running of the code.
- › Migrated websites from shared hosting to dedicated servers to improve performance.
- › Did basic SEO (Search Engine Optimisation) and added tracking code such as Google Analytics.
- › Used open source software such as Magento, Wordpress and Joomla to meet client's needs.
- › See <http://portfolio.danielrsanders.com>

Business / Residential Support Specialist

November 2005 – August 2008

TelstraClear Ltd - *Customer Help / Technical Support Faults Department*

- › Winner of Quarterly WOW award. Awarded to Individual in company who has made the most valuable contribution in relation to their position in the company.
- › Managed the business faults team comprised of 16 support technicians for 2 months
- › First point of contact for complaints and handling difficult situations
- › Team trainer and senior team support technician
- › Created and maintained an extensive online Wiki training and knowledge base to replace the existing outdated and disorganized training material
- › Provided telephone based troubleshooting, first call resolution and escalation to specific departments when required for residential, business and government customers.
- › Was responsible for troubleshooting a wide variety of products that TelstraClear sells.
This includes, but is not limited to:

- › *Telephony faults* (Analogue, ISDN, Gateway, VoIP, Cable and Toll Calling)
- › *Internet faults* (Cable, ADSL, SSR, WLL and Dialup)
- › *Data faults* (Frame Relay, Tempest, Private IP, Trans-Tasman)
- › *Website / Domain faults* (DNS, Web Hosting)
- › *Mobile faults* (GSM, CDMA, Blackberry, Roaming)
- › *TV Faults* (Analogue and Digital Cable TV)

Casual Lecturer / Student Tutor

August 2003 – December 2005

Manukau Institute of Technology - *Electrical and Electronic Engineering Department*

- › Lectured a class of 40+ electrical apprenticeship students in a computer concepts paper over the course of two semesters.
- › Supervised assessments and marked test papers. Helped create, format and produce tests and assignments.
- › Filled in classes where a fulltime lecturer was unavailable.

Facilitator

October 2003 – December 2005

Key4Free and FreeB - *Manukau Institute of Technology*

- › A community based initiative endorsed by the Manukau Institute of Technology in which I facilitated the teaching of basic computer literacy skills for adult learners per class.
- › Responsible for class scheduling, student facilitation and supervising assessments.

Sales Assistant Pascoes the Jewellers

December 2002 - December 2005

Delicatessen Assistant Foodtown Papatoetoe (Progressive Enterprises Ltd)

November 2002 – August 2003

Bartender Gantry's Restaurant and Bar (Crowne Plaza Hotel Auckland)

January 2001 – October 2001

Delicatessen Assistant Foodtown Papatoetoe (Progressive Enterprises Ltd)

September 1996 – September 1999

REFEREES

Available upon Request: <http://requestreferees.danielrsanders.com/>

Also available online at
<http://cv.danielrsanders.com/>