

Dave Underwood

Information technology professional

With more than thirty years' experience as an IT professional, my resume demonstrates a broad range of skills and a proven ability to achieve quality results in a range of circumstances, environments and industries.

An aptitude for clearly defining and focusing on strategically aligned business solutions, often on an enterprise scale, has led to a reputation for strong commitment to results and a talent for innovation and creativity.

I bring to the workplace proven communication skills, clear and logical thinking, extensive strategic and project leadership experience, and a wealth of supporting technical knowledge.

1 Specialist skills

1. Enterprise Data Warehousing design and delivery
2. Enterprise scale Business Intelligence solution conception, development and delivery
3. Information Management architecture, focusing on collaboration and decision support
4. Information Management strategic planning and innovation
5. Leadership, communication and engagement
6. IT project management

2 Strengths

1. Leadership
2. Driven
3. Passionate
4. Innovative
5. Communicator
6. Big Picture specialist
7. Problem solver
8. Business focused

3 Competencies

1. SQL-SERVER 2012 Enterprise Business Intelligence platform
2. SharePoint 2013 Enterprise collaboration platform
3. ORACLE and COGNOS Business Intelligence platforms
4. Large-scale relational (normalised and dimensional) data modelling
5. Large-scale logical data modelling (Enterprise Architect and CA ERwin)
6. Corporate Information Factory and Iterative Data Mart project management
7. I.T.I.L. implementations
8. *Waterfall* and *Agile* project management methodologies
9. Business intelligence strategic planning
10. Enterprise Information Management planning (MIKE2.0 based)
11. Data quality governance
12. Business consulting, analysis and process reform

4 Contact details

Address: 3 Stirling Walk
Redwood Park SA 5097

Phone (business hours): +61 8 8154 7141 or 0427 422847

Email: windlewood@hotmail.com

Website: windlewood.net

5 Qualifications and education

Qualifications	<ul style="list-style-type: none"> • Bachelor of applied science in computing – accounting and business majors (1981) • Diploma in freelance travel photojournalism (2000) • ITIL foundation certification (2005)
Education	<ul style="list-style-type: none"> • Project Management (various; waterfall and agile methodologies) • Information Management (SQL-Server, SharePoint, Cognos, ORACLE) • Relational data modelling (various) • Data modelling and design (CA Erwin and Enterprise Architect)
Speaking engagements	<ul style="list-style-type: none"> • Data Warehousing National Conference: Guest presenter, <i>Delivering the Knowledge Advantage</i> • University of South Australia: Guest speaker, <i>Data Quality</i> • D.F.E.E.S.T.: Guest speaker, <i>Data Warehousing and Decision Support</i>

6 Employment summary

2013 to date	Cobham Aviation Services	<i>Business Intelligence Manager</i>
2008 - 2012	WorkCoverSA	<i>Manager, Enterprise Information</i>
2007 – 2008	SA Water Corporation	<i>Manager, Business Intelligence</i>
2003 – 2007	University of Adelaide	<i>Data warehouse Manager</i>
1995 – 2003	Flinders Ports / Ports Corp South Australia	<i>IT strategist / IT manager</i>
1986 – 1995	Marine and Harbors Agency	<i>Senior analyst / IT strategic planner</i>
1985 – 1986	Bridges Corporation	<i>Senior systems analyst</i>
1982 – 1985	Department of Marine and Harbors	<i>Systems analyst / programmer</i>
1981 – 1982	Department of Motor Vehicles	<i>Software developer</i>
1981	Dunmore Pty Ltd (<i>contract</i>)	<i>Software developer</i>
1980 - 1981	Telecom (<i>contract</i>)	<i>Software developer</i>
1980	Savings Bank of South Australia (<i>contract</i>)	<i>Technology analyst</i>

7 Employment history

Jan 2013 to date: Cobham Aviation Services
Role: Business intelligence Manager
Industry: Aviation
Platforms: SQL-Server 2012, SharePoint2013, Windows Server

Main responsibilities

- Establish a five-year strategic plan, related program of work and integrated methodology for delivering an enterprise information management capability across Australia and the United Kingdom.
- Plan and manage a program of work aligned with the plan to establish a corporate collaboration and business intelligence platform and evolving performance management capability.
- Establish related governance and quality mechanisms for enterprise information management.
- Management of related business intelligence (SQL-Server 2012) and collaboration projects (SharePoint 2013).
- Customer engagement, consulting and education to create a body of ownership, sponsorship and expertise across diverse stakeholder groups.

Achievements to date

- Information Management strategy, roadmap and global service model for delivery of enterprise collaboration, business intelligence and performance management
- Lead the establishment of industry-standard platforms for information management, business intelligence and collaboration, delivered as a uniquely branded end-to-end enterprise-scale Knowledge Management solution
- Establish an innovative, agile business model and global services footprint that promotes rapid delivery times and accelerated return on the data asset investment

Aug 2008 to Dec 2012: WorkCover SA
Role: Manager, Enterprise Information
Industry: Insurance
Platforms: SQL-Server, DB2, Windows Server, SharePoint 2010

Main Responsibilities

- Lead a unit of twenty direct reports in the end-to-end development of a Corporate Information Factory for WorkCoverSA's information management requirements.
- Consult and liaise with a broad range of internal and external stakeholders to ensure solutions meet business needs across the information management delivery lifecycle.
- Establish and promote a business driven, enterprise approach to managing and improving data quality.
- Assist in the establishment of governance mechanisms for information management.
- Engage, motivate and lead a large team of contractors and permanent staff.
- Establish education programmes in the use of corporate information.
- Assist in the establishment of an Enterprise Information Management Strategy.
- Lead the establishment of a governance structure and allied processes to support enterprise content management and information delivery in a SharePoint 2010 environment.

Achievements

- Successful completion of a two-year project to deliver one of the state's most significant strategic information management foundations – an extensive Information Factory for the delivery of WorkCoverSA's enterprise reporting and analytical needs.
- Transition a large project team to a customer focused operational unit, including the establishment of governance instruments and allied policies, processes and controls.

2007 to 2008: SA Water Corporation
Role: Manager, Business Intelligence
Industry: Utility
Platforms: Windows Server, SQL-Server, ORACLE, Business Objects

Main Responsibilities

- Lead the establishment of a Corporation's Enterprise Business Intelligence and Data Warehouse environment
- Establish an enterprise data model for corporate data management
- Direct all data warehouse projects and allied corporate reporting initiatives
- Recommend related corporate data architecture and governance standards and frameworks

Achievements

- Develop an agreed corporate strategy for business intelligence and enterprise data warehousing.
- Establish an enterprise data model for future business intelligence and strategic planning efforts.

2003 to 2007: University of Adelaide
Role: Data Warehouse Manager
Industry: Education
Platforms: ORACLE, PeopleSoft, Cognos

Main Responsibilities

- Plan, establish and manage a Data Warehouse for centralised business intelligence activities and management reporting across the institution, from conception to delivery
- Manage large data warehouse projects and all allied initiatives to deliver improved corporate reporting
- Establish and contribute to strategic IT direction and related policy
- Educate and promote awareness and ownership for corporate data quality across the business
- Consult with senior staff to promote the efficient use of information technology as a business asset and identify related opportunities
- Promote business-rule driven, performance-based information analysis and delivery
- Investigate and propose appropriate new technology and product directions
- Prepare and conduct appropriate education programmes
- Act as consultant and adviser to junior staff and clients across the business community

Achievements

- Manage a large range of related projects to establish an integrated enterprise-wide business intelligence environment. This included the creation of integrated decision-support products, quality and ownership governance structures and promoting cultural change across the business.

1995-2003: Flinders Ports / Ports Corp South Australia
Role: IT Manager / IT Strategist
Industry: Transport
Platform: UNIX, CA-Ingres, Cognos, SQL-Server

Main Responsibilities

- Manage strategic IT direction and develop related policy
- Corporate data planning and modelling
- Project manage various IT and business related initiatives
- Manage organisation-wide data structures
- Consult with senior staff to promote the efficient use of information technology as a business asset and identify related technology opportunities
- Design, implementation and management of web-based business application solutions
- Promote business-rule driven, performance-based information analysis and delivery
- Prepare and conduct appropriate education programmes
- Act as consultant and technical adviser to junior staff

Achievements

- Design, build and manage an Information Warehouse for business intelligence and management reporting.
- Undertake and manage complex projects to migrate time critical core strategic systems.

1986-1995: Marine and Harbors Agency
Role: Senior Analyst / IT Strategic Planner
Industry: Transport
Platforms: UNIX, Pick, CA-Ingres

Main Responsibilities

- Manage IT development projects
- Determine appropriate data model solutions for specific software developments and broader business needs
- Design and conduct appropriate education and training programmes
- Provide expert analysis and design advice to software developers and undertake complex programming tasks
- Manage heterogeneous database environments, maximising integration to promote efficiency and reduce costs
- Recommend policy in areas of information management standards and security
- Provide a consultancy service to appropriate user areas

Achievements

- Manage the tender, evaluation, purchase and implementation of the organisation's corporate data architecture environment. The project's published evaluation findings were subsequently adopted as a reference text by the then Government Information Policy and Planning Unit.
- Design, build and manage the implementation of a PICK-based information warehouse and business rule repository. This environment was one of the first of its kind and a reference site for the PICK community.

1985-1986: Bridges Corporation
Role: Senior Systems Analyst
Industry: Manufacturing
Platforms: Pick

Responsibilities:

- Manage small software development teams
- Design and develop software solutions for large-scale manufacturing database environments
- Database administration and support
- Software evaluation

1982-1985: Department of Marine and Harbors
Role: Systems Analyst / Programmer
Industry: Transport
Platforms: Pick

Responsibilities

- Design and develop business software solutions specific to the maritime industry
- Manage small software development teams and provide a consultancy service to user areas
- Undertake complex data modelling and database design tasks

1981/1982: Department of Motor Vehicles: Design, development and maintenance of large-scale OLTP environments.

1981 (contract): Dunmore Pty Ltd: Assist with all aspects of development and marketing of the Prophecy MIDAS software package, subsequently managed by *Prophecy International*.

1980/1981 (contract): Telecom: Design, development and implementation of an Exchange Number Allocation System software package.

1980 (contract): Savings Bank of South Australia: Appraisal and evaluation of virtual storage management systems.