

DAVID ROGERS

PROFILE

- Over 15 years of commercial ICT experience, including 6 years specifically supporting Contact Centre environments
- An innovative and perceptive individual with an eye for detail and ability to improve outcomes
- Outstanding ability to identify opportunities and maximize business potential
- An adaptive learner; enthusiastic, flexible, and highly motivated
- Ability to think logically and innovatively to plan for future growth

CONTACT

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TECHNOLOGIES

Python 3
SQL
Genesys 8.0 / Alcatel 10.0
Windows Server 2003/2008/2012
Microsoft SQL Server 2005/2008
Powershell
VMware View/vSphere
NICE Perform
Microsoft SCOM/MOM
Infra Enterprise

EDUCATION

The University of the Sunshine Coast – Post Graduate Cert. IT (Current)
2025
GPA 7.0 (Current)

TAFE Queensland – Diploma of IT (Database Design and Administration)
2003

WORK EXPERIENCE

Data Annotation – Data Analyst (Remote)
2023 – Current

Public Safety Business Agency – Principal Systems Administrator (AO7)
2014 - 2018
To provide an elevated level of technical expertise and Windows Server / VMware System Administration to meet the needs of the PSBA Data Centre.

Queensland Police Service – ICT Manager (Policelink) (AO7)
2010 - 2014
To provide technical expertise and leadership for the administration, maintenance, and support of telephony information systems and infrastructure to meet the needs of the Policelink Contact Centre.

Queensland Police Service – Senior IT Officer (AO6)
2007 - 2010
To provide senior IT support for the QPRIME system using a range of monitoring and administrative technologies.

SKILLS

IT Specialist – Python Certification
ITIL Foundations V3
NICE Perform Certified Administrator V3.5
Microsoft SQL Server 2005 Business Intelligence Techniques
Effective System Management with Microsoft Powershell V2.0
System Monitoring with Microsoft's System Centre Operations Manager
QPS Senior Leadership graduate
Effective Supervision Techniques
Convenors and Panel Members Merit Based Selection Workshop