

Matthew Gabriel

2018 Resume

MATTHEW GABRIEL

Mobile: 0433 555 420

E-mail: gab1983@outlook.com.au

Guest Speaker/Case Study at ManageEngine "Game Changers" Conference, Sydney and Melbourne April 2012

POSITIONING STATEMENT / PROFILE

IT Operations Professional, for the last 17 years developing a dynamic skill set with agility in fast paced environments, with local and international expertise in corporate, retail and wholesale travel, sales and marketing and third party service providers with successful delivery of business services. With a strong foundation that fosters a hand on approach to management and leadership, which has resulted in delivering customer focused, sophisticated cultural and mature results through planning, organisation and successful delivery, aligned with business goals and strategies.

CAREER SNAPSHOT

Company	Location	Role	Period
Chevron Technologies	Sydney	Owner	2017 - 2018
SiteMinder (Online Ventures)	Sydney, UK, Asia, US	Support Manager	2013 - 2013
Jetset Travelworld Group	Sydney, UK, Asia, US	Manager, Systems & Support Services	2011 - 2012
Qantas Holidays	Sydney, UK, Asia, US	Manager, Systems Support	2008 - 2012
Medfin (NAB Group)	Sydney, Singapore	Project Manager	2007 - 2008
Sonnet Enterprise Services	Sydney	Network Operations Manager	2005 - 2007
Sealcorp (St George Group)	Sydney	Technical Support Officer	2003 - 2005
Mobile Computer Concepts	Sydney	Proprietor	2002 - 2003
Allens Arthur Robinson	Sydney	Helpdesk Analyst	2001 - 2001
Chevron Technologies Pty Ltd (Online Retail Sales of IT Products)	Australia	Managing Director	2007 - 2011

KEY EXPERIENCES & SKILLS

- 9 years in leadership roles of support analysts, desktop support engineers, system engineers, and network engineers for 24x7 business critical systems and core infrastructure using ITIL and MOF best practices, including systems for monitoring and reporting customer service and key metrics.
- 6 years' experience in End-to-End Project Management accumulated with multiple enterprise solutions, utilising a Waterfall approach delivering software applications, infrastructure and service implementations.
- Motivated teams to reduce incident numbers through proactive maintenance and identification of problems, utilising team strengths and building on weaknesses through mentoring, coaching, knowledge and education, including implementing changes to remove these problems, improve efficiency and reduce the overall risk to IT Systems and the business.
- Ensure the business requirements and service levels are delivered as expected, monitoring service levels, project statuses and service delivery issue management.
- Working at all management levels to develop, negotiate and implement the IT strategies to support business operations, growth and transition.
- Mentoring staff and developing teams to drive a high performing and cultured team using SLA's, CSF's and KPI's. The key to the team's success was care, trust, ownership and accountability.
- Management of key infrastructure for global branch offices alongside key vendors and internal departments supporting global Private VPN networks, desktop and infrastructure delivery.

- Strong experience supporting and managing Microsoft platforms, Citrix and Virtualised environments, planning, designing, implementing and transitioning these systems for large organisations in complex technical environments.
- Managing production operations of complex systems and databases for top tier travel websites and global operations.
- Web site and application deployment for core online systems based on HTML, Java technologies, MS SQL / MySQL, PHP including content distribution networks.

EMPLOYMENT HISTORY – DETAIL

SITEMINDER

Manager Systems Support
Sydney, UK, US, Asia,

January 2013 – October 2013

A leading cloud platform for hotels, SiteMinder allows hotels to attract, reach and convert guests across the globe. SiteMinder serves hotels of all sizes with award-winning solutions for independents and groups alike, wherever they are in the world. SiteMinder's products include The Channel Manager, the industry's leading online distribution platform; TheBookingButton, a wholly-branded booking engine for direct bookings via the web, mobile or social; Canvas, the intelligent website creator for independent hoteliers; and GDS by SiteMinder, a single-point of entry to a six-figure network of travel agents and the world's major GDSs. With more than 20,000 hotel customers and 350 of the industry's top connectivity providers as our partners, today we have presence in more than 160 countries on six continents.

Key Responsibilities:

- Responsible for the day to day customer services and online support operations for the SiteMinder technology platforms and assist with the ongoing expansion and growth of the business.
- Leadership of the Online Support Services department, consisting of approximately 40 staff, which included 3 distinct ServiceDesks (2x Level 1 and 1 x Level 2 under my management).
- Manage the provision of Level 2 Technical Support for all issues escalated from Level 1 ServiceDesk and RDX Partners with a primary focus on APAC clients.
- Accountable for managing all Level 1 and Level 2 ServiceDesk and Technical Support, ensuring smooth transition of cases between teams, and the overall achievements of KPI's and SLA's and the day-to-day operations.
- Subject matter expertise in the SiteMinder product suite.
- Monitoring of core applications and implementation of response plans for application failures.
- Manage high-level customer communication for SiteMinder ServiceDesk and RDX ServiceDesk.
- Train and mentor all ServiceDesk Analysts in both customer and technical service skills.
- Monitor Level 2 Analysts calls in line with Support Manager KPI's to ensure Analysts are delivering a high level of customer satisfaction.
- Ensure that customer service levels are consistently met and surpassed.
- Monitor, prioritise, record and deal with caseloads in a timely manner and distribute evenly.
- Reporting to Global Service Delivery Manager on KPI's, SLA's, Aged Cases, in collaboration with ServiceDesk Team Leaders.
- Professional development of all staff within the Support Service department.
- Policy, Roster, Goals, Objectives, Security and Staff Level/Capacity Management.

Major Achievements

- Wallboards Upgrade Project (Logo's, Plasma's, New stats, High visibility such as alert flash)
- Major Roster Implementation
- Team Meetings / Presentations
- Reporting / Stats from Salesforce
- Channel Manager Upgrades / Self Mapping Project – Reduced approx. 1500 cases per month.
- Cisco Phone Upgrades / IVR Upgrade Project (Wrap up time etc.)
- Salesforce Upgrades (Forms and
- Xen Desk Upgrade (Multi-ServiceDesk model implementation for L1/L2 Follow the Sun)
- Performance Reviews (6 monthly all staff leading my 3x Team Leaders for the first time)
- Team Collaboration / Information Dissemination (Reporting back to my team leader's other department information)
- Global Follow the Sun model design and partial implementation with the UK.

JETSET TRAVELWORLD GROUP / QANTAS HOLIDAYS**Manager Systems and Support Services**

Sydney, UK, US, Asia,

August 2011 – June 2012

On 30 September 2010, the Jetset Travelworld Group which comprised of Qantas Holidays, Qantas Business Travel and the Jetset Travelworld Retail Group, completed a merger with Stella Travel Services. Jetset Travelworld Group is an integrated travel business operating a number of wholesale (Inbound and Outbound) travel businesses, a range of franchise based and affiliate retail travel agency networks, an air consolidation and airline representative operation, as well as, corporate travel management services.

Key Responsibilities:

- Leadership of the Support Services department, consisting of approximately 30 staff, the JTG Service Desk, JTG Desktop Support and Qantas Holidays Business Systems support department, responsible for day to day operation support for the newly formed group consisting of major brands such as Qantas Holidays, QBT, Air Tickets, BestFlights.com.au, Harvey World Travel, Jetset and Travelworld.
- Work alongside the Service Delivery Managers, Technology Operations Manager and business leadership team within the service design and management framework, monitoring service performance, identifying improvements and new requirements for continuing the success of the support integration into the newly formed business.
- Collaborate with other IT Managers within Stella Travel NZ and Best Flights on planning the integration of their teams into the group model and launch of the service desk tools, processes and procedures within their businesses.
- Implementation and maintenance of the new helpdesk system, developing and implementing new processes and procedures for incident, problem, change, asset and knowledge management following ITIL best practices and supporting the transition of services from Qantas to Jetset. Additional services designed include on-boarding, asset management (CMDB).
- Continue operating in the Manager, Systems Support key responsibilities for the Qantas Holidays and QBT businesses.

Major Achievements

- Successfully designed, established, integration and management of the IT Support Services during and post transition of IT services from Qantas IT to JTG IT expanding on the ITIL best practice methods my team and I already implemented earlier to the newly integrated IT team of 80 IT staff and a newly merged group size of 1500 staff, and 500 travel stores across the globe.
- Creation of the Group IT Service Desk and re-establishing the desktop support team across Australia as a force within the organisation.
- Remediation and stabilisation of the Citrix environment for the newly merged businesses.
- Established the weekly operational reporting for all IT groups for EXCO, presented weekly and monthly. (Examples available on request)

QANTAS HOLIDAYS
Manager Systems Support
 Sydney, UK, US, Asia,

June 2008 – June 2012

Qantas Holidays, part of the Qantas Group, is one of Australia's leading travel wholesalers providing Australia, New Zealand, UK, US and Asia travel agencies access to inventory, rates and content for Hotels, Tours, Cars and Flights through a variety of channels via contact centres, online booking engines and direct consumer sales on Qantas.com and Jetstar.com. There are over 2000 agencies across the network and hundreds of thousands of direct passenger sales to hundreds of destinations.

Key Responsibilities:

- Management of the systems support team within the Qantas Holidays and Qantas Business Travel systems domain. Primarily focused to improve the current systems support structure and identify opportunities within the group businesses and to utilise new or emerging technologies, improve processes, enhance the customer experience and reduce costs.
- Responsible for 10 support analysts and 3 senior support analysts operating 24x7. This expanded to include 15 new analysts due to the merger and responsibilities increased to include Desktop and Service Desk functions.
- Key contact and interface to the Qantas IT provisioned support services via IBM/Telstra Master Service Agreement, ensuring Service Delivery of Desktop and Infrastructure services including issue resolution within a timely manner. Post-merger this responsibility evolved into liaising and co-ordinating with internal Infrastructure, Communications and Business Systems departments.
- Provided mentoring, analytical and advanced technical support on all systems and complex issues identifying risks, performing root cause analysis and providing mitigation plans, worked closely with associated business partners to ensure maximum efficiencies through monitoring of SLA's, prioritisation, escalations, capacity planning and reduce risk of costs incurred through system errors.
- Vendor relationship management of third party system suppliers, affiliates and travel agency network.
- Testing and Deployment to production of system enhancements to core online systems and mainframe and ensured minimal disruptions to Qantas.com and affiliate networks such as Jetstar.com based on analytics and system usage times. This included performance planning and testing using analysis of system data, business reporting and usage patterns.

Major Achievements

- Improvement of existing support operations by implementing Incident, Problem and Change processes and a new helpdesk system to streamline services, increase turn around and customer service and also remove double handling and manual labour, bringing a labour intensive support team/operation into a slick, automated and improved operation.
- Conceptualised and implemented cost saving program by reducing the Grade of Service level on out of life IT products to a break-fix model to reduce operational costs and ensure cost control through a replacement program until merger. 500k per annum cost saving achieved.
- Conceptualised and established a new API service for Hotel Aggregators for Last Minute Deals on Qantas.com to compete with major threats like expedia.com and other last minute inventory sites.
- Upgrade of Informix database 10 to 11.5, migration from Interbase to MySQL and upgrade from Solaris 8 to 10.
- Stream lining, structural improvement and upgrade to trade booking system model itinerates (SQL scripted step by step bookings), to reduce the number of steps of complete a quote/booking from an average of 25 steps to 10, including introducing a new 'quick' booking system of a minimum of 8 steps to improve the customer experience and increase incentive to make sales through the online booking channel.
- Collaborate on the working committee on requirements and prepare support for launch of the new B2B platform for Readyrooms.com to all Australian travel agents.

MEDFIN PTY LIMITED**Project Manager**
Sydney, Singapore**November 2007 – April 2008**

Medfin, part of the National Australia Bank group, specialises providing a broad and flexible range of financial advice and products for property, equipment, cash flow, insurance and investment to Medical Professionals. Medfin has over 20,000 clients and provides \$1 Billion of new finance each year.

Key Responsibilities:

- Project Management, Technical Analysis, design, implementation and deployment of a Citrix based solution for the National and International remote systems access for utilising existing infrastructure for 200 concurrent users. I utilised the Waterfall method and PMBOK 2 methodologies.
- Worked with a very high pressure environment in IT and business units to deliver a quality on-time and budget solution.
- Provided full technical documentation and training collateral inclusive of staff training and development sessions.
- As actively hands on in this role, solutions had to be designed within existing infrastructure including AD, SQL, and existing network constraints.

Major Achievements

- This project has been delivered on time and within budget requirements (200k) with all issues resolved. The business has responded positively to the deployment and has increased productivity, business functions, realising the outlined benefits of the project.

SONNET ENTERPRISE SERVICES**Network Operations Manager**
Sydney**May 2005 – September 2007**

SES was a medium sized business specialised in providing IT solutions and managed services to a range of high profile customer accounts.

Key Responsibilities and Major Achievements:

- **Jetstar Airways**
 - Management of 10 senior network engineers providing 24x7 critical support to the Jetstar operation, including airports and offices both domestic and international ports.
 - Locate Sales opportunities and create proposals and project plans to win bids
 - Microsoft / Citrix PS4.0 Environment -> Design, implement, supported the environment
 - Management of many projects for this stakeholder, including exchange 2007 migration, Citrix refresh projects

SONNET ENTERPRISE SERVICES**Senior Systems Engineer**
Sydney

- **Office of State Revenue (Onsite Work Deployment)**
 - Manage and support Citrix Presentation Server XP for 54 servers including DR sites.

SONNET ENTERPRISE SERVICES**Systems Engineer**
Sydney

- **Alcatel Lucent (Onsite Work Deployment; Desktop Team Leader & Project Co-ordinator)**
 - Management of 3 Desktop Engineers for delivery of 600 PC refresh project in 6 weeks. We came in on time and budget delivering an additional 100 PC's.
- Other customer accounts I worked on included Qantas Airways, Tyrell's Wines, and AAPT.

TECHNOLOGY SUMMARY

Certifications	CCA, MCP
Systems	Citrix Presentation Server, Solaris 8/10, Microsoft Windows Server 2k/03/08R2, Windows XP/7, SCCM, F5 Load Balancers, Riverbed, CAG, Exchange 2003/07, Thinprint, AppSense, VMWare 2.5/3.0, Netbackup, WSUS, MBSA, Trend AV, Symantec AV, Nagios, Jabbix, Zeacom NEC VOIP, QESM, HEAT, ServiceDesk Plus, HP Service Centre, Active Directory
Databases	MSSQL, MySQL, Oracle, Informix, Interbase
Languages	SQL, VBScript, XML, PHP, HTML, Java
Software	Apache, Resin, JBOSS, HAProxy Load Balancers, Web Services (API), Application Packaging

OTHER SKILL SUMMARY

Administrative	Contract writing, Review and Sign-off (Employment, ITSM, Suppliers, PDs) Interviewing and Hiring, OHS and Return to Work, Enacting Discipline and Coaching Plans, Work Force and Resource Modelling, Financial Management of P&L, Salaries, GP, Invoicing, Project Budgets.
Performance	KPI development, Policy/Procedure and Training Material development and deployment, sales driving opportunities
Culture	Moral Building and staff encouragement using bonus incentives and team building exercises.

PROFESSIONAL DEVELOPMENT

2016	Diploma – Website Development
2016	Certificate IV – Web Based Technologies
2013	Certificate IV - Training and Assessment (TAE40110)
2013	ITIL v3 Foundation
2012	Prince 2, ServiceDesk Plus Certified Administrator
2010	Basic and Advanced Ace Reporting (SQL)
2008	ITIL Foundation v2, Cisco CCNA (Courseware)
2007	Citrix Certified Administrator (4.0), Upgrading your skills from Exchange 2000/03 to 2007 (#3938)
2006	ITIL Foundations
2004	Managing and Maintaining Windows Server 2003 MCP (2274/5)
2003	Implementing and Supporting Windows XP (#2272)
2001	Diploma in Information Technology (with Credit), PMBOK (Second Edition), Small Business Management



SEEK LEARNING RECORD

PROGRESS REPORT – COMPLETED

LOGIN NAME: gab1983@gmail.com
LEARNER NAME: GABRIEL, MATTHEW

ITIL ® 2011 EDITION FOUNDATION

TITLE	ID	LAST ACCESSED	FIRST ACCESSED	COMPLETED	CURRENT SCORE	HIGH SCORE
Continual Service Improvement	lb_itlv_a09_it_enu	06-Jan-2013	06-Jan-2013	06-Jan-2013	89	89
Service Operation Processes	lb_itlv_a08_it_enu	06-Jan-2013	06-Jan-2013	06-Jan-2013	96	97
Introduction to Service Operation	lb_itlv_a07_it_enu	06-Jan-2013	05-Jan-2013	06-Jan-2013	81	83
Service Transition Processes and Policies	lb_itlv_a06_it_enu	05-Jan-2013	05-Jan-2013	05-Jan-2013	83	83
Service Design Processes	lb_itlv_a05_it_enu	30-Dec-2012	26-Nov-2012	17-Dec-2012	88	92
Service Design Fundamentals	lb_itlv_a04_it_enu	26-Nov-2012	19-Nov-2012	26-Nov-2012	83	92
Service Strategy Fundamentals	lb_itlv_a02_it_enu	12-Sep-2012	10-Sep-2012	11-Sep-2012	88	91
ITIL ® and the Service Lifecycle	lb_itlv_a01_it_enu	10-Sep-2012	06-Sep-2012	10-Sep-2012	92	92

PRINCE 2 ® 2009 - ALIGNED

TITLE	ID	LAST ACCESSED	FIRST ACCESSED	COMPLETED	CURRENT SCORE	HIGH SCORE
Tailoring PRINCE2 to a Project Environment	lb_prin_a06_it_enu	06-Sep-2012	06-Sep-2012	06-Sep-2012	80	94
Controlling, Managing and Closing a Project	lb_prin_a05_it_enu	04-Sep-2012	13-Aug-2012	04-Sep-2012	78	88
Starting Up, Initiating and Directing a Project	lb_prin_a04_it_enu	13-Aug-2012	03-Aug-2012	13-Aug-2012	93	93
Project Quality, Change and Progress	lb_prin_a03_it_enu	03-Aug-2012	02-Aug-2012	03-Aug-2012	80	85
Project Organization, Planning and Risk	lb_prin_a02_it_enu	02-Aug-2012	01-Aug-2012	01-Aug-2012	92	94
Overview of Project Management	lb_prin_a01_it_enu	01-Aug-2012	01-Aug-2012	01-Aug-2012	95	95