

Resume

Contact Details

Name: Daniel James MacLeod

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Personal Statement

A web content administrator that is passionate about producing high quality content for the web and social media.

A developer who works collaboratively to build and deploy high quality tools using many different technologies, with user experience and ease of use at top of mind.

Key Business Capabilities

- Content writing/editing skills taking complex ideas and processes and making them easy to read via multiple mediums
- Web developer skills, using JavaScript, HTML and frameworks such as JQuery to create dynamic data driven apps.
- UI/UX experience in taking customer requirements for user interface and developing solutions that fit within the brand look and feel, as well as being easy for the user to understand.
- Java skills, using object oriented programming and Java to develop tools and applications.
- Ability to grasp complex concepts and there impacts on our customers and the Business
- Excellent interpersonal skills, with proven ability of developing strong networks and relationships at all levels.
- Demonstrated ability to drive change, in an ever changing work environment.
- Loading content on the web using various content management systems (Inquire, Oracle UCM, Wordpress, Documentum)
- Proven leadership skills with the ability to influence others to achieve mutually agreeable outcomes.
- Developed organisational skills self motivated, able to prioritise and meet deadlines.
- Ability to work autonomously or as part of a team demonstrating a genuine commitment to company/team goals and values.
- Skills in processing and analysis of raw data, from a variety of sources. Using database and other systems to create results in a highly competitive environment.
- Experienced with agile project methodologies.
- Ability to present information professionally to stakeholders across the business.

Professional Experience

Dates July 2011 - Current

Organisation KnowHow/OneSource Publishing Team

Position KnowHow Content Administrator/Technical Lead

Main Responsibilities Develop knowledge tools for use by front line

- Take processes from the business and build guided workflows for users using Oracle Knowledge Answerflows to ensure consistency and correct information is given to customers every time
- Based on business requirements/customer feedback, develop JavaScript/HTML tools that take data from various sources and provide real-time information on subjects such as lead times, system status codes and customer wait times
- Build and test in various environments and platforms (Java, PHP, HTML), then deploy to production

Create and manage existing tools and services created by third parties

- Be able to read and understand code created by others, for auditing and testing purposes
- Maintain and add enhancements to these tools
- Liaise between the business and third party developers to give them understanding of how the business works, and the requirements for any applications that will be deployed into our environment

Design great user experiences using various brand guidelines and user feedback

- Using CSS to make the KM tools more user friendly and easy to understand and absorb the information
- Redesigning the site to fit new brand guidelines for Telstra as they change
- Build WordPress themes to fit the overall user experience of our KM platform
- Build a new user interface for the KM tool that replaced our original one in 2015 from the ground up

Achievements

- Worked on project to build the new Knowledge Management platform based on Oracle Knowledge (Inqira) at Telstra as a UI/UX developer
- Consistently high performance reviews
- 2012 annual [Australian Business Intelligence Award](#) for creating a KM system that uses near real-time data to service our users

Dates 2008

Organisation BigPond Operations – Telstra

Position Business Analyst – Reporting and scorecards

Main Responsibilities

- Developed Skills in analysis using various database systems, and applications.
- Created new analysis for key stakeholders, as well as taking over and learning processes for existing analysis
- Involvement in target setting and changes to Consultant and business scorecards
- Planning and development of web based tools, and training of various people in its use.

Dates 2007 – 2008

Organisation BigPond Contact Centres - Telstra

Position IT Business Support Lead

Main Responsibilities

- Managing 400+ PC leases, including software updates and software licenses
- Manage installation of server software and liaising with Corporate IT to ensure reduced downtime
- Managing user access to systems
- On-boarding new users

Key Achievements

- Involved in deployment and user access testing of new Siebel based system within Telstra between December 2007 and February 2008

Dates 2003 – 2007

Organisation BigPond Contact Centres - Telstra

Position Customer Service Representative

Main Responsibilities

- Provide excellent customer service and knowledge of BigPond dial up and broadband products
- Use complaint resolution skills and offers to retain business and reduce customer CHURN, as well as increase sales

Earlier Experience

2002-2003	Airline Tickets Pty Ltd	Web Designer / Developer
1999-2001	Modbury Press Pty Ltd	Graphic Pre-Press Operator

Education and Training

- 2014 – Oracle University – Java 6 SE Developer course
- 2013 – Oracle University – Oracle Knowledge Certificates
- 2011 – Oracle University – Oracle UCM Certificates
- 2008-2010 – RMIT – Programming I, II and III as part of a Bachelor of Technology (Computing Studies)
- 2010-2016 – Online courses in Python, iOS, Android, Ruby on Rails, Objective-C, Swift, C# and .Net completed during free time
- 1999-2002 – Douglas Mawson Institute of TAFE – Certificate III Graphic Pre-Press

Personal Interests

When not helping my wife raise our newborn, in my spare time I keep myself up to date with all forms of programming methodologies and languages, including PHP, Python, Node, Ruby (and Rails), iOS, Java, .Net and more. I enjoy building small tools and apps at home to make my life easier, and have more recently started integrating smart devices at home (lights, and air-conditioning).

Referees

Jemma Peles

Business Team Manager

Channel Support and Information - Telstra

Relationship: 2 Up Manager

Details available on request

Wendy Phillips

Senior Editor

OneSource Publishing team - Telstra

Relationship: Professional Reference

Details available on request

Elizabeth Bedggood

Compliance Analyst

TR Telco Compliance - Telstra

Relationship: Business Reference

Details available on request