

Tom Thorp

Information Technology Specialist

Email : contact@tomthorp.me

Web : <https://www.tomthorp.me>

Mobile : [0414 298 490](tel:0414298490)

Key Strengths

- Experienced working within IT departments and for key stakeholders
- High level computer skills in networking, administration and programming
- Always learning new ideas and techniques to be applied into projects and businesses.
- Reliable, punctual, and ability to work under pressure

Career Overview

An experienced Information Technology specialist, I have designed, developed and administered numerous technologies and platforms for IT departments and key stakeholders. Having a keen eye for detail, I am always thorough in my work – nothing gets left to chance. I am held in high regard with team members, by clientele I have dealt with, as well as on a personal level.

Education and Training

- H&R Block Income Tax Course (16 weeks) (16th February 2017)
 - H&R Block
- Introduction to Accounting (2 days)
 - Southport TAFE
- MYOB Accounting (4 days)
 - Southport TAFE
- MYOB Payroll (2 days)
 - Southport TAFE
- Advanced PHP Web Development (28th March 2011)
 - Dynamic Web Training
- Introduction to PHP and MySQL (1st February 2011)
 - Dynamic Web Training
- Certificate III in Tourism (Operations) (29th May 2009)
 - One Step Further

Professional History

Pacific Pines State High School
Teacher Aide / IT Department
January 2019 – February 2019

Private IT Consultant
June 2013 – Present

Classic Holidays

September 2002 – June 2013 (10 years 10 months)

- Database Administrator (3 years 10 months)
- Web Programmer / Developer (3 years)
- IT Administrator (4 years)

About Pacific Pines State High School

Pacific Pines State High School provides quality education to approximately 1500 students from Years 7-12 within our local community which includes Pacific Pines, Gaven and parts of Arundel. We pride ourselves on the development of our greater community through partnership with local primary schools, the local developer Stockland, and the Gold Coast City Council.

Responsibilities

- Assist in the installation and troubleshooting of the BYOD software on 410 Year 7 laptops.
- Assist students in how to access DayMap and OneSchool as required.

Skills Acquired

- General troubleshooting knowledge on how to successfully install BYOD software.
- General knowledge on how to reset school accounts and DayMap accounts.
- General knowledge on installation of uniFlow print driver software.

Achievements

- Successful roll-out of BYOD software to 85% of Year 7 students' laptops.
- Audited patch panel connections to one block of 20 classrooms and documented onto a spreadsheet, with the aim to be used as a template for the rest of the school network.

Private IT Consultant

Worked closely with clients to analyze IT system requirements, clients information technology needs and their resources in order to plan IT projects and fulfill clients expectations.

Responsibilities

- Meet with clients to determine requirements
- Develop agreed solutions and implement new systems
- Define software, hardware and network requirements for key stake holders
- Design, test, install and monitor new systems
- Prepare documentation and present progress reports to customers
- Decommissioning of computers/networks when required

Skills Acquired

- Networking of a Synology NAS to communicate across agnostic devices (Apple/Linux/Windows/Android/VM) and various protocols.
- Becoming an active member of the Drupal community as well as attending regular Drupal MeetUp meetings.
- Finding solutions to legacy products that no longer fit within the clients IT system requirements.

Achievements

- Implemented secure file synchronisation across various workstations and sites for Thorp Music Pty Ltd.
- Ongoing maintenance and support of hardware and software for Thorp Music Pty Ltd.
- Wrote a feasibility study for the type of app to develop for Havafeed.org business needs.
- Developed a Drupal 8 website (<https://tomthorp.me>) I use for my online presence.
- Increased my overall knowledge of various Linux Operating Systems, including but not limited to: Fedora, Redhat and Ubuntu.

About Classic Holidays

Established in 1978 with Head Office operations based on the Gold Coast, Classic Holidays is Australia's largest privately owned timeshare Resort Management Company, representing almost 50,000 member families and responsible for over 650 employees. Built on strong founding principles of honesty, respect and commitment, Classic has a reputation for excellence, providing their resorts with a comprehensive range of support services.

Responsibilities

IT Administrator

- Administer multiple Active Directory networks and policies across various workstations and server platforms.
- Ongoing administration of in-house Samsung PABX system
- Be on-call to tend to IT issues out of office hours.

Web Programmer/Developer

- In-house development and hosting of corporate websites

Database Administrator

- Administer multiple database sources and types
- Ongoing reporting on activity, backups, errors, etc.

Achievements

- Introduced technical efficiencies across workstations, servers and laptops that resulted in reduced downtime across the organization
- Developed an in-house web-based document management system, the purpose of which to electronically document and make available, all of HR's Policies and Procedures. User access control groups and document permissions were also built into the document management system.
- Developed an in-house web-based monitor, to monitor the ongoing status of hosted databases and websites across the organization.
- Successfully migrated a legacy Exchange Management System using MySQL Server 4.x to MySQL Server 5.5.x .
- Implemented best practice procedures to secure access to accounts on all MySQL Servers. This includes enabling secure replication between both Master and Slave servers.

Referees

Belinda Wishart

Data Analyst at Dial an Exchange

<https://au.linkedin.com/in/belindawishart>

I have worked with Tom for 7 years, and in that time found him to have a wealth of knowledge across many areas. Tom always strives to improve his knowledge and actively researches new products and upgrades to existing technologies.

My main dealings with Tom was in the role of a database administrator. Tom has an excellent knowledge of MySQL and was responsible for supporting a number of production databases. A major project Tom spearheaded was setting up MySQL slaves for our core system(s). This has proved very successful and assisted in minimising performance issues and is also used for all our analytical reporting.

Tom goes the extra mile to get things done, keeping stakeholders up to date of any issues or variances. I admire Toms dedication to work, but also him as a person. He is an amazing fundraiser for charity. I think this speaks volumes about his character.

I find Tom to be a good all rounder and wish him the best in his future endeavours.

Michael Lobb

IT Manager at Classic Holidays (now Private IT Consultant)

<https://au.linkedin.com/in/michaellobb>

Tom is a methodical engineer with a true passion for working with new technologies and finding new ways to achieve things. He always puts in a massive effort on his assigned tasks and works very hard to deliver well tested, efficient and technologically sound results. Tom has a breadth of knowledge across the IT field from infrastructure, networking, software, coding and telecommunications.