

January 5, 2009

## Personal Details

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## Referees

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- Sonali Desai, Project Manager, D, S & S, Ph: (+1) 281-682-3689

## Employment History

### BMS Solutions USA

#### June 2003 to November 2008

**Position:** Senior Technical Consultant

**Computing Environment:** Client/Server: Windows, PDA (Windows Mobile), SQL Server, Oracle and J2EE based Web Applications.

**Business Areas:** Occupational Health & Safety, Environmental Management.

#### Major Duties:

- On site consultation for an extended period for Chevron
- Technical Lead on major implementation & upgrade projects
- Reviewing requirement specifications , work plans & estimates made by other team members for completeness and technical accuracy
- Data analysis and conversion/migration via SQL
- Writing database procedures & triggers, JavaScript and VB Script to enhance application functionality
- Handling complex support tickets escalated from the helpdesk

January 5, 2009

- Collection of business requirements and preparation of technical specifications

### **January 2003 to June 2003**

**Position:** Technical Services Team Leader

**Computing Environment:** Client/Server: Windows, MS Access, SQL Server, Oracle and J2EE based Web Applications.

**Business Areas:** Occupational Health & Safety, Environmental Management.

**Major Duties:**

- Team management and mentoring
- Handling high priority and complex support calls
- Developing an Intranet site to enable the team to quickly locate relevant information including various search functions interfacing to our database backend
- Maintaining relationships with our clients including onsite visits
- Providing technical advice to our Development team on new technologies

### **January 2002 to January 2003**

**Position:** Software Tester

**Computing Environment:** Client/Server: Windows, MS Access, SQL Server, Oracle and J2EE based Web Applications.

**Business Areas:** Occupational Health & Safety, Environmental Management.

**Major Duties:**

- Co-ordination of all software release testing
- Preparation of Validation Specifications and execution of Test Cases
- Defect reporting and tracking
- Making recommendations on how the current software can be improved, including the provision of prototypes written in Java.
- Reviewing Design documentation and development prototypes from a Usability point of view
- Implementation of Change Management processes and systems
- Mentoring of other team members

## **Flexiplan (now MLC Investments)**

### **April 2001 to December 2002**

**Position:** Quality Assurance Analyst

**Computing Environment:** Midrange: AS 6000 & PROIV. Client/Server: Oracle, Oracle Forms, Oracle Reports, Benthic and Toad.

**Business Areas:** Funds administration, superannuation and pensions.

**Major Duties:**

- Preparation of system test plans from business specifications and design documents.
- Executing Test Cases as per the System Test Plan and coordinating defect resolution with the development team.

January 5, 2009

- Supporting verification testing of Production implementations.
- Preparing Oracle Forms and Reports to assist the Testing process.
- Writing advanced, performance tuned SQL scripts to ensure data integrity was withheld with each change request.

### Projects

- Project Lift – A major project to upgrade Flexiplan’s pensions system to ensure it was compliant with governmental regulations. Although employed as a Quality Analyst, on top of these duties I also performed system analysis to ensure all changes were consistent & data integrity was maintained. I also quickly became a mentor within the team making good use of my in-depth understanding of the project and made sure I was always available to provide assistance at each stage of the system development life cycle.
- Project STAR – 2001 - 2002’s project to produce the yearly reports for clients in relation to Superannuation and Tax. I was involved by preparing system test plans and performing preliminary data analysis to ensure a smooth system testing process.
- Involvement in a revamp of Flexiplan’s Intranet.

## CCK Financial Solutions

### December 2000 to February 2001

**Position:** Quality Assurance Analyst

**Computing Environment:** Client/Server: Smalltalk, Visualworks and Gemstone.

**Business Area:** Treasury Management

#### Major Duties:

- Predominantly system testing of change requests, involving attending Design walkthroughs, preparing Test Plans from Use Cases, execution of test cases and co-coordinating defect resolution with the development team.

*NB. I was made redundant from this position due to a downturn in business for the company.*

## SGIO Insurance

### August 1999 to November 2000

**Position:** Systems Officer

**Computing Environment:** Mainframe: DB2, TSO, CICS, JCL, COBOL, Masterpiece General Ledger & QMF, plus SAP R3 V4.6B FI/CO

**Business Areas:** System Accounting, Management Accounting, Credit Services and Commercial Insurance.

#### Major Duties:

- Support of the General Ledger system including the daily reconciliation of the Suspense account, maintenance of Account number allocations, reporting using SQL and administering User security.

January 5, 2009

- Support of the Debtor Control, Accounts Payable and Insurance systems including problem resolution, change management, user security, troubleshooting of Direct Debit/Credit interface problems and reporting using SQL.
- Providing support to the Systems Accountant and the Management Accountant by writing SQL queries for reconciliation purposes and also for audit requirements.

#### **Projects**

- Goods & Services Tax (GST) – Was involved from the early stages ensuring our system changes met the ATO's constantly changing requirements, providing support to the accounting team, making sure GST was charged at the correct rate and only on correct items, plus ensuring the right postings flowed through to the General Ledger system, assisting with BAS preparation and providing reports as required to the accounting team.
- SAP Conversion – Worked as a troubleshooter dealing with problems in areas such as account mapping, preparation of data extracts, daily checking of interfaces during a pilot program, configuring report parameters and user security.

## **GIO Australia**

### **September 1997 – July 1999**

**Position:** Business Analyst and later a Quality Assurance Analyst

**Computing Environment:** Mainframe: Cogen, CICS, TSO, JCL, Easytrieve, COBOL & IMS.

**Business Area:** Risk Management and Compensation Insurance

#### **Major Duties:**

- Liaising with the business users
- Performing analysis on system change requests
- Preparing business specifications
- Assisting developers with their design and coding
- System testing
- Maintenance of user security including the allocation of financial delegations as per business rules.

#### **Projects:**

- A major overhaul of our entire Worker's Compensation System to bring it into line with new NSW Workcover regulations, including the preparation of comprehensive data extracts.
- A Group Certificates project to enable the printing of group certificates on plain paper and the ability to electronically submit payment details to the ATO.
- Telstra Conversion: GIO had secured the contract to provide the system to administer Telstra's workers compensation claims, after implementation of this I was responsible for maintaining client relations with Telstra monitoring any issues they had and ensuring our contractual agreements were met.

January 5, 2009

**August 1994 to August 1997**

Performed various roles, at first commencing in the mailroom, progressing to a claims officer and finally to a claims supervisor all within the Worker's Compensation Claims department. During my time in this department my natural flair for IT was recognized and I made the move into IT with the blessing of my then manager and have never looked back since.

**Skills Matrix**

Software	Years Experience	Date Last Used	Skill Self Rating *
<b>Client/Server</b>			
MS Office	~10	Using currently	1
MS Visio	2	November 2008	3
VM Ware	5	November 2008	2
Apache Tomcat	6	November 2008	1
Apache Web Server	8	Using currently	2
Toad for Oracle	7	November 2008	1
<b>Database</b>			
Oracle	7.5	November 2008	1
SQL Server	7.5	November 2008	1
MySQL	6	Using currently	2
MS Access	3	January 2003	2
<b>Languages</b>			
XML	5	November 2008	3
HTML/XHTML + CSS	8	Using currently	1
Java/J2EE	7	November 2008	3
JavaScript	8	Using Currently	2
Oracle PL/SQL	7	November 2008	2
Visual Basic Script	7	November 2008	2

**\*Skill Self Rating Legend:**

1. Used regularly and I am proficient and confident in its use.
2. I know the technology well and how to use it.
3. I have a general knowledge of the technology and basically how to use it.
4. I rarely use the technology and only have a low-level knowledge of its use.
5. Have knowledge of but no hands on skills in its use.