

# Sheldon King AACS – Resume

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Throughout my career a number of themes have emerged, the most consistent of which have been: the importance of strategic planning; that the most successful implementations are those which focus on both business *and* user needs; and that the application of expert analysis to form well-developed concepts pays in dividends. My most important lesson so far, however, has been that creativity engenders innovation and any person, department or organisation that has the courage to be creative will prosper!

## Skills Summary

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- Australian Computer Society certified degree-equivalent experience in Information Technology
- IT management experience in creative, legal, corporate and government environments
- Practical knowledge of standards compliance methodologies and risk management
- Proficient in strategic planning, business analysis, design and commissioning of systems
- Experienced in the hiring and management of development and support staff
- Skilled in contract negotiation for purchasing, leasing, maintenance and service
- Adept in budgeting and billing optimisation
- Proven abilities in the design and delivery of training
- Strong skills in usability assessment and human-centred interface design
- Refined communication skills, highly approachable, flexible, well presented, conscientious
- Drivers Licence and own transport

## Experience

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### **Principal, Sheldon King Consulting, Northern NSW, June 2003 to present**

- Broad range of business and IT support
- Wide variety of technologies and platforms
- Clients range from architects to panel-beaters
- Building relationships between clients and vendors

Focussing on small to medium sized enterprises, tasks range from fully re-equipping to bespoke workflow and process solutions. My goal is to make essential technology “invisible” so that each business can concentrate on what it does best - servicing its clients. Providing not only business support and insights, but also advice on structuring IT acquisition and finance, process, risk management and compliance, I find the variety and perspective this endeavour adds to my professional development is invaluable.

Technology: Every imaginable combination of computer technology and peripherals including Windows XP and Windows Server environments, MacOS X, FileMaker Pro, MS Office.

### **Chief Information Officer, Stone & Partners Lawyers/Bourke Love McCartney Young, Northern NSW, May 2002 to June 2006**

- Responsible for IT/Marketing in regional firm
- Duties included areas of Practice Management
- Manage accounts migration and firm restructure
- Firm spread over multiple locations, up to 50 staff

Supporting a dynamic medium-sized law firm has meant being proactive and highly adaptable. Clients demand “metropolitan” quality service and my job as the most senior member of the support staff has been to help ensure that their expectations are met by overcoming the unique technology challenges that a regional professional practice faces. Consistent planning, purchasing and budgeting led to the value for money and stable expenditure that Partners demanded. Suppliers can also be clients, and I forged strong vendor relationships that resulted in tighter account management, lower costs and smoother implementations. Moving the firm’s technology forward, my strategic review of business processes and stabilisation of the existing technology environment underpinned successful upgrades and migrations. The result has been reductions in IT maintenance, exponential improvements in system reliability, improved skill levels of staff and efficiency of internal processes. The firm now has one of the most advanced legal accounting systems in Australia. In addition, my creative marketing management raised the bar of firm promotion by improving consistency and timeliness and maximising the value of investment in advertising.

Technology: Windows 98/2000/XP, Windows Server 2003 and SBS (including SQL Server and Exchange), MacOS, SCO Unix, 802.11b/g, Word/Excel/PowerPoint/Outlook, Adobe Creative Suite, Open Practice Enterprise (OP/OPDP) and Extranet (OPX), BHL, VNC, FileMaker

**Business Analyst and Subject Matter Expert, Optus Telecommunications  
Sydney, April 2001 - September 2001**

- Expertise for project targeting 12,000+ users
- Proposed and established specialist testing facility

Bringing my IT experience and communication skills to bridge the gap between system designers and the business on a project targeting business units across Australia. I provided analysis that enabled accurate plans for testing, deployment and support to be formulated, whilst steering initiatives to improve acceptance. The initial pilot of 500 users was highly successful, which was credited in part to the configuration and design input that I generated.

Technology: MacOS, Windows Server, Citrix, DFS, Exchange, Word/Excel/PowerPoint, DAVE/SAMBA, FileMaker

**Senior Business Analyst, Development Manager, eMAX  
Sydney, 2000-01**

- Managing a team of 10 designers and analysts
- Consulting on planning, design and deployment

Overseeing new solution development I acted as liaison to clients, principally Telstra. I was responsible for project budgets and providing project analyses relating to infrastructure, implementation, design and risk. I also trained junior analysts. My innovative application of user feedback and usability testing results meant that the 2001 telstra.com shopping site relaunch became a turning point for telstra.com site design and resulted in a satisfied client, and positive feedback from delighted online shoppers.

Technology: MacOS, Windows 2000/NT, Word/Excel/PowerPoint, SQL/Oracle Databases, Internet Technologies

**IT Manager, Production Supervisor, Sydney Community Radio (Volunteer), 2001**

- Provisioning bullet-proof IT on a shoestring
- Training users of varying temperament

Subsequent to specifying, implementing and supporting technology infrastructure for hi-fidelity audio production, I went on to produce significant volumes of on-air material. "The most professional sounding broadcast we've ever done!" was the consensus, and \$100,000 was raised for the station.

Technology: Windows Peer-Networking, MacOS, Audio Editing and Broadcast Tools, Word/Excel/Outlook

**Information Solutions Analyst, Stratisoft (Developer), San Jose, California, 1999-2000**

- Analysis and design for corporate data system
- Internal network and infrastructure support

Planning solutions and interfaces for a diverse range of clients on business and internet database platforms. Internally providing local and remote support for systems linked to offices worldwide.

Technology: MacOS, Windows NT, FileMaker Pro, client data systems

**Chief Technology Officer, "Artec" (Borough of Islington), London, 1997-99**

- Strategic IT management in fast-paced industry
- Recruit and direct IT contractors and staff

In providing resources to the organisation I was responsible for the strategic specification, purchasing, deployment, support and maintenance of all electronic systems. I managed desktop support and technology training for over 60 clients (ranging in ability from experienced development staff to novice designers) and infrastructure support for a dense heterogeneous network split across multiple locations. Originating resourcing proposals for project funding bids and the departmental budget was my responsibility. Combining prudent recapitalisation policies and internal hardware servicing with high-profile sponsorship agreements eliminated equipment maintenance and hire costs entirely. My major projects included the creation of a ground-breaking website design system, creating multi-media laboratory spaces in challenging rural environments and moving the organisation to brand new premises. Artec was a vibrant and ever-changing environment and my role in removing the technology barriers to creativity was immensely satisfying.

Technology: MacOS, Windows NT, Solaris, Cisco, 3M, FileMaker, Adobe and Macromedia Multimedia Suites, Word/Excel/PowerPoint

**Freelance Assignments/International Travel – 1995-96**

Various assignments in publishing, design, IT support, and training.

Technology: Macintosh, Windows, Word, WordPerfect, QuarkXPress, Photoshop, Illustrator, Colour Press

**Information Technology Consultant and Marketing Manager, Digital Village, London 1993-95**

Specifying and supporting installations for schools, colleges and universities for this major education and technology retailer and distributor. In addition to internal technology support, I initiated negotiations with IT wholesalers and raised the profile of computer-based systems in our marketing

literature that I managed. Sales and professional services profits were significantly increased and an untapped marketplace in education administration had been realised.

Technology: Macintosh, Windows, Atari, Word/Excel, FileMaker Quark/Adobe Products, Digital Recording Tools

### **IT Support Engineer, Data Systems Designer, Butterworth & Co Publishers, London, 1991-93**

Working in a team of five support engineers to ensure quality IT services across multiple locations for this respected legal publishing company. Responsibilities included the design and development of an automated data system to manage circulated publications. The resulting database streamlined resources and generated significant savings. Subsequently I provided IT support to solicitors, barristers and administrative staff as well as designers and desktop publishers. Special projects included work on the electronic version of Editorial Forms and Precedents (Landlord and Tenant), and the conversion of published cases for the VAX-based LEXIS on-line legal reference system (now LexisNexis).

Technology: DOS, Windows, Macintosh, Symphony, VAX, WordPerfect, Word/Excel/PowerPoint, Colour Press

### **IT Trainer 1991-92, London (Part Time and Contract)**

Teaching operating systems and productivity software packages in one-to-one and group situations. Providing advice on compatibility, purchasing and installation.

Technology: DOS, Office, WordPerfect

### **Audio Consultant, Audio T, London 1988-99 (Part Time, Ad Hoc)**

Prolonged customer contact with trust and loyalty building with the UK's largest retailer in this specialised market. Guiding customers in making complex technology choices, demonstration, up- and cross-selling, and using my skills and personality to close deals. Day-to-day functions also included creating displays, sales campaigns, point-of-sale materials, and supporting in-store computers.

Technology: MacOS, Word, ClarisWorks, QuarkXPress

## **Passions**

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### **Professional**

A continuing interest in data and user interface design occasionally finds me taking on small commissions to "keep my hand in." Other areas of interest include the application of emerging technologies in business and new developments of standards and ethics in IT. A Macintosh user throughout my working life, I continue to find the trials and tribulations of designers who focus on the human aspect of technology interaction highly absorbing.

### **Personal**

Continuing a family tradition of music appreciation, my collection of music of many types is large. Whilst my own playing is in need of polish, I do occasionally exercise my songwriting talents. Travel and experiencing new places is always of interest, with only one Australian state still left to visit. In addition, there is always a late-vintage European car in the garage! Other pastimes include theatre and cinema, cooking and keeping in shape.

## **Relevant Qualifications**

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Certified Appliance Tester (AS 3760)

Associate, Australian Computer Society

Pitman Word Processing

RCA Keyboarding Skills

General Certificate: Keyboarding and Office Applications

London Chamber of Commerce Institute: Keyboarding I & II

London Borough of Islington Corporate Health and Safety: Certified Display Screen Assessor

London Borough of Islington Corporate Health and Safety: Certified Health and Safety Officer

## **Portfolio and Other Resources**

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Papers, examples of work and presentations can be found at:

<http://www.sheldonking.com/portfolio>

An electronic version of this resume, along with extracts of references can be found at:

<http://www.sheldonking.com/resume>