

JEREMY SAUNDERS

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Summary of Experience

Jeremy has over 25 years of experience within the IT industry, both in Australia and overseas. He has exceptional design and problem solving skills through precise methodologies applied at both technical and business levels. In fact Jeremy's attention to detail with infrastructure assessment, design and handover documentation has gained him a high level of praise from many customers and peers over the years. Jeremy has always worked for System Integrators, and as such, has developed a very broad range of skills and experience. He has very strong skills with the Microsoft and Citrix product suites, and as such has a reputation for being one of the most respected Citrix technical resources in Australia.

Jeremy is also very fluent with many scripting and programming languages such as VBScript, PowerShell, C++, Perl, JavaScript, etc.

Jeremy is an active member on several well-known Internet forums, runs his own websites, and is a regular Blogger and Tweeter.

Education and Qualifications

- Completed the Architectural Thinking course offered internally by IBM and aligned with The Open Group Architectural Framework (TOGAF) certification.
- Completed a Technical Writing course at the Australian Institute of Management
- Completed a Time Management course at the Australian Institute of Management
- Microsoft Certified Systems Engineer (MCSE) NT4/2000/2003
- Microsoft MCSE 2000/2003: Messaging Specialist
- Microsoft MCSE 2000: Security Specialist
- VMware Certified Professional (VCP) 3
- Citrix Certified Integration Architect CCIA
 - 1.0 - MetaFrame XP Presentation Server FR2/FR3
 - 4.0 - Access Suite 4
- Citrix Certified Enterprise Administrator CCEA (XP)
- Citrix Certified Administrator CCA
 - MetaFrame XP
 - Presentation Server 4
 - Citrix Password Manager 4
 - Citrix Access Gateway 4
- Cisco Certified Networking Associate (CCNA) 2.0
- Cisco Unity Support Specialist (4.0.5)
- Cisco IP Contact Centre Express Specialist (3.5)

- HP Accredited Systems Engineer ASE (Windows)
- Comptia Security +
- Trend Anti-Virus Expert for Internet, Network & GroupWare products
- Completed subjects towards the Certificate IV in Information Technology at Central Tafe in Western Australia. This covers programming in C, C++, C#, VB.NET and Java.

Achievements

- Built a fully automated server deployment model that is in use in many organisations today
- Single handedly raised the profile of Citrix within IBM at a global level, by developing an internal distribution group. This group kept the IBM Citrix community up to date not only of his own experiences and projects but on the news filtering out of Citrix. The group was also used as a forum for support, where Jeremy was able to assist peers from afar.
- Being “ranked” as one of the top Citrix Technical resources in Australia.
- Being listed on the Citrix Community Featured web page.
- Recognised as a specialist within the Server Based Computing and Desktop Virtualisation communities.

Personal Attributes

- Reliable and trustworthy
- Lateral, forward and positive thinker
- Strong work ethics
- Good oral and written communication skills
- Both methodical and patient approach to problem solving
- Excellent interpersonal skills
- A team player
- Flexibility in working on diverse tasks

Professional Experience

Datacom Systems – Perth, WA

6/2008 – Present

Senior Solution Architect / Principal Engineer

Jeremy has been primarily responsible for leading the Application and Desktop Delivery practice at Datacom at both pre and post sales levels. This involves writing proposals, tender responses, presentations, consulting and architecture in the form of infrastructure assessments and design documents, and hands-on project delivery.

Areas of responsibility cover the following products:

- Application Virtualisation - Citrix XenApp, Microsoft AppV and VMware ThinApp
- Server Virtualisation - VMware ESX 3 and 4, XenServer and HyperV
- Desktop Virtualisation - Citrix XenDesktop, VMware View and Quest vWorkspace

- Microsoft infrastructure products, such as Active Directory, Exchange, SQL, TMG, etc.
- Member of the Server Based Computing and Desktop Virtualisation Community of Excellence (CoE).
- Server Load Balancing – Citrix NetScaler
- WAN Optimisation – Citrix Repeater (WANScaler)

As a team leader Jeremy is also responsible for mentoring and assisting other team members as required, and is part of the leadership group helping to build and grow the professional services team.

IBM Australia (Global Technology Services) – Perth, WA

10/2001 – 6/2008

Senior Technical Specialist

Duties involve the diagnosis and resolution of difficult problems, and the design and implementation of enterprise class IT solutions for new and existing clients.

Areas of responsibility cover the following products:

- Microsoft infrastructure products, such as Active Directory, Exchange, SQL, ISA, etc.
- Citrix product suite (MetaFrame 1.8 through to XenApp, including NetScaler and Access Gateway Enterprise Edition)
- Virtualisation with VMware ESX 3
- IP Telephony mainly with the Cisco Call Manager, Cisco Unity, Cisco IPCC and IPFX products.
- Security with products like Safeword
- Technical Leader of the IBM Citrix Practice for the ANZ region. Also a core member of the global team.
- Member of the IBM Microsoft Technology Worldwide Community of Practice (CoP).

AlphaWest – Perth, WA

11/1998 – 9/2001

Senior Systems Engineer

Duties involve the diagnosis and resolution of difficult problems, and the design and implementation of enterprise class IT solutions for new and existing clients.

Areas of responsibility cover the following products:

- Microsoft infrastructure products, such as Windows NT, Active Directory, Exchange, SQL, Proxy, ISA, etc.
- Citrix WinFrame and MetaFrame
- CA Unicenter
- Backup products such as CA ArcServe, Veritas BackupExec
- Novell products such as Novell Directory Services (NDS), GroupWise

Total Peripherals Group – Perth, WA

3/1997 – 9/1998

Senior Network Engineer / Service Manager

- Design and implementation of WANs using Frame Relay, ISDN and DDS services.
- Daily maintenance of Frame Relay and Internet Points of Presence (PoPs) throughout Western Australia.
- Day-to-day management duties of the computer repair centre.

CDM Australia – Perth, WA 5/1994 – 3/1997

Customer Service Engineer

Duties included the repair and maintenance of computers and peripherals, and the design and implementation of Windows NT, Novell NetWare and peer-to-peer networks.

Education Computing Services – Perth, WA 1/1992 – 4/1994

Contractor - Customer Service Engineer

Duties included the repair and maintenance of computers and peripherals, and the design and implementation of networks in Schools using Acorn Econet and Novell NetWare.

Total Care Computing – Perth, WA 6/1992 – 4/1994

Partner - Customer Service Engineer

Duties included the repair and maintenance of computers and peripherals, and the design and implementation of peer-to-peer and Novell NetWare networks in the small business and corporate environment.

Computafix – Perth, WA 11/1991 – 4/1997

Owner - Customer Service Engineer

ComputaFix was an employer body that contracted its skills to other organisations for the repair and maintenance of computers and peripherals, and the design and implementation networks.

Morgan Industries – London, England 12/1990 – 4/1991

Computer Technician

Duties included the repair and maintenance of computers and peripherals, and the design and implementation of Novell NetWare and peer-to-peer networks for clients throughout England.

Professional Technology – Perth, WA 6/1985 – 8/1990

Customer Service Engineer

Duties included the repair and maintenance of computers and peripherals, and the design and implementation of Acorn Econet, Novell NetWare and peer-to-peer networks.

References

Available on request