

CURRICULUM VITAE

CALLUM MEEK

POSITION SUMMARY

- Business365 Pty Ltd – Cloud Director
- Computer Systems Australia (CSA) – Product Manager
- TSA Corporation – East Coast Manager, Service Operations
- Microsoft – Partner Technology Specialist
- Microsoft – Enterprise Strategy Consultant
- Microsoft – Technical Account Manager
- CSC Australia - Manager of Project Services Group
- CSC Australia - Project Manager
- CSC Australia - Senior Technical Consultant
- CSC Australia - Third Level Technical Support
- AMP Society - Desktop & Software Technician

PERSONAL DETAILS

<i>NAME</i>	Callum Meek
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<i>NATIONALITY</i>	Australian

ACADEMIC BACKGROUND

<i>QUALIFICATION</i>	Degree, Bachelor of Commerce (Business Computer Science)
<i>LOCATION</i>	University of Natal, South Africa

COURSES

<i>MICROSOFT</i>	Microsoft V-TSP (Online Services)	Current & ongoing
	Shipleys Australia – Writing Winning Proposals	26 – 27 April 2006
	Rogen International Presentation Skills	10 – 11 Sep 2001
	Consulting Principles & Practices	19 – 21 Mar 2001
	Microsoft NT Course	10 - 11 Oct 1994
<i>PINK ELEPHANT</i>	ITIL Essentials	19 – 23 Feb 2001
<i>MARTIN RIDGE</i>	MS Word for Windows 7.0 Introduction	18 Oct 1995
	MS Windows 95	17 Oct 1995
<i>COMTECH</i>	Lotus Notes Concepts	21 Mar 1994

CAREER HISTORY

COMPANY	<i>Business365 Pty Ltd</i>
DATES	<i>April 2011 – Current</i>
LOCATION	<i>Sydney, Australia</i>
POSITION	<i>Director, Cloud Services</i>
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Shareholder providing Technical Capability for Microsoft Office 365 cloud based solution. • Product management including designing and creating B-Sweet Product made up of Office 365 and 24 x 7 Support for a fixed monthly fee. • Web content development of all Business365 web information and presentation. • Technical supervision and enablement of contracted support service provider. • Design and creation of product related documentation for both end-users and technical solution provider resources. • Design and implementation of Migration plans and procedures to accommodate the various source customer conditions and match technical solutions to the desired outcomes. • Technical pre-sales presentation and event co-ordination.
KEY ACHIEVEMENTS	<ul style="list-style-type: none"> • Designed Business365 B-Sweet solution and built Office 365 demonstration environment. • Technical delivery of Migrations from on-premise email solutions to Microsoft Office 365. • Designed training material and courseware for delivery into technical support provider to enable ongoing support and administration of Microsoft Office 365 customers. • Built knowledge sharing repository for internal Business365 and Support Service Provider sharing of information through Blogs and Wikis. • Built end user training for Microsoft Lync 2010 use and awareness.

COMPANY	Computer Systems Australia (CSA)
DATES	January 2010 – April 2011
LOCATION	Sydney, Australia
POSITION	Product Manager - Operating Environment & Messaging Product Manager - Security
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Product Management of Operating Environment & Messaging Portfolio within the CSA delivered Solution set. Includes product and solution discovery, design and development, aligning the market requirement and desire to the technical capability of CSA engineering teams. • Product Management of Security product services within the CSA solutions. Includes alignment to ISO27001, development, design and delivery capability alignment to vendor based requirements. • Product Management of all Microsoft products within the organisation. • Manage vendor relationships and alignment to product and solution offerings. Vendor management of Microsoft, Quest, Citrix, Telstra, Cisco, Enterasys, Sophos. • Pre-Sales support for tender response, technical information delivery and customer facing presentations on CSA product solution offerings. • Align CSA delivery capability to market required solutions while ensuring vendor certification and relationship is maintained to ensure maximum exposure through vendor relationships and highlight technical capability through vendor relationships.
KEY ACHIEVEMENTS	<ul style="list-style-type: none"> • Product Alignment to Vendor based marketing focus • Managed delivery and content of CSA Recon 2010 event in Newcastle. • Nominated speaker in Microsoft NSW Local Government Roadshow for Microsoft Virtualisation and Infrastructure Optimisation. • Business Productivity Online Service (BPOS) Proof of Concept program creation and technical solution captured and packaged as a product offering. • Introduced additional levels of vendor relationship within CSA (Microsoft, Telstra, Sophos, Quest)

	<ul style="list-style-type: none">• Attended and completed Microsoft Lync 2010 Ignite training• Designed and planned “Lync on a stick” campaign to NSW Local Councils• Customer presentations and technical content provision in tender response resulting in a 700 seat Microsoft Lync 2010 win in Victoria.• Designed and built System Center Service Manager Demo environment• Senior resource in Sydney Office taking on most Operational duties of that location including sourcing staff, new premises to accommodate resource growth plans, sourcing relevant hardware to set up Lab and Demo environment and general decisions for that location.
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COMPANY	<i>TSA Corporation</i>
DATES	<i>July 2008 – September 2009</i>
LOCATION	<i>Sydney, Australia</i>
POSITION	<i>East Coast Manager, Service Operations</i>
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Set up technical operations for new Managed Services business in East Coast region and assist at an interstate level in growing the overall TSA Outsourcing business • Provide strategic consulting and management on opportunities primarily in the East Coast region, but extending Australia-wide when required. • Support and project manage new and existing customer base within defined region. • Build team to deliver on gained business and expand technical operations.
KEY ACHIEVEMENTS	<ul style="list-style-type: none"> • Acquired new customer in East Coast and set up contracted service delivery of outsourced services. • Delivered full infrastructure optimisation project, consolidation and rationalisation of server environment using VMWare virtualisation technology. • Assisted in QLD implementation of Microsoft Hyper-V virtualisation solution using entire suite of Microsoft System Center products (Virtual Machine Manager, Configuration Manager, Data Protection Manager and Operations Manager) • Hired and managed additional staff for support of East Coast Operations.

COMPANY	Microsoft Pty AUSTRALIA (Permanent)
DATES	March 2000 – July 2008
LOCATION	Sydney, Australia
POSITION	Partner Technology Specialist (November 2006 – July 2008)
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Advanced Infrastructure Technology Specialist – Small & Medium Services & Partners group (SMS&P) • Specialist focus on Microsoft Advanced Infrastructure products encompassing: <ul style="list-style-type: none"> ○ Windows Server 2003 and 2008 ○ Windows Vista Desktop (Desktop optimisation pack – Application Virtualisation) ○ Windows Virtual Server 2005 and Windows Hyper-V Server Virtualisation (2008) ○ Exchange 2007, Including Unified Messaging (Infrastructure) ○ System Center group of products (Configuration Manager, Operations Manager, Virtual Machine Manager, Data Protection Manager, Essentials, Capacity Planner) ○ Forefront – Client Security, Server and ISA Server • Customer facing role providing pre-sales technical advice and content supporting midmarket and upper midmarket sales teams • Partner Channel focus - Provide technical information and knowledge to Australian managed Partner Community to assist in building and developing partner skills base around advanced infrastructure products. • Provide competitive information on various products within the above product specialisation. • Create and present technical content for Microsoft Australian Partner Conference – Infrastructure track. • Establish and input into product specialisation communities. (Blogs, WebSites, User groups) • Engage with similar resources globally to facilitate information sharing and best practice adoption across different regions.
KEY ACHIEVEMENTS	<ul style="list-style-type: none"> • Delivered Australia-wide Windows Server 2008 WAVE launch of Partner Segment Involved building a presentation and demonstration of the

	<p>various new features of Windows Server 2008 including demonstrating Microsoft Hyper-V technology and System Center Virtual Machine Manager. The session was delivered to over 2,000 people Australia wide in Sydney, Melbourne, Perth, Adelaide, Brisbane and Canberra.</p> <ul style="list-style-type: none"> • Built up partner base of trusted partners to become a “safe pair of hands” to allocated prospective customers with technology needs to. • Built up a reputation of being able to deliver innovative customer sessions involving technology within my sphere of knowledge. • Maintained strong technical knowledge of product sets to better strengthen the technical sales role.
POSITION	<i>Enterprise Strategy Consultant - Microsoft Consulting Services (April 2005 – November 2006)</i>
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Dedicated resource to EDS in APAC region • Engage with EDS Solution Response Centre (Major Bid centre) and assist in positioning Microsoft products / solutions in responses to customer proposals across APAC region. • Work with global teams to provide feedback into the Agility Alliance agreement and identify means of continuous improvement, including timely escalation of issues to corporate level. • Effectively manage the APAC section of the engagement in line with worldwide standards of engagement with EDS and ensuring timely provision of information on the overall project. • Identify appropriate skill sets / people required to provide input into EDS solution phases and effectively manage expectations and Microsoft’s input into the solution process. • Manage and co-ordinate all Microsoft resources engaged during proposal generation phase of bid. • Provide EDS with a central point of contact for Microsoft related queries and requests, as well as a point of escalation of issues being experienced / requests being made of Microsoft on responding to customer proposals. • Effectively manage Targeted Deployment Accounts (TDA) by ensuring agreed deployment metrics are being met to add to the overall EDS engagement goals of Microsoft product deployment.

	<ul style="list-style-type: none"> • Drive additional server deployment opportunities within EDS customer accounts to work towards the worldwide incremental server revenue goal. • Assist in identifying and defining Mainframe to DotNet Migration opportunities to drive value propositions around reduced infrastructure costs. • Assist in ensuring migration plans in place for all EDS managed NT4 technology within Targeted accounts. • Deliver high quality solutions to EDS customer proposals ensuring a high degree of customer satisfaction through accurate, timely and professional delivery. • Present to EDS solution teams on future and current Microsoft products or engage relevant Technical Specialists where required.
KEY ACHIEVEMENTS	<ul style="list-style-type: none"> • Helped EDS secure CBA’s Desktop Outsource Renewal by building and delivering “a day in the life of CBA’s Desktop of the future” briefing and solution to all of CBA’s IT and Business teams from CIO to individual business units.
POSITION	<i>Technical Account Manager – Microsoft Enterprise Services (March 2000 – April 2005)</i>
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Proactively and reactively ensure that customers derive maximum benefit from their investment in Microsoft technology, through their Premier support agreements. <ul style="list-style-type: none"> ○ Proactive – Understand a customer’s business and technology requirements and ensure all relevant information is made available to the customer to assist and drive their decision making process. Provide updated information on all Microsoft products that the customer is using or has an interest in using in the future. ○ Reactive – Provide incident management on the customer’s behalf within Microsoft, and be a reference point for Microsoft staff dealing with the Premier customer. Represent customer requirements within Microsoft and represent Microsoft at the customer site. • The goal of the Technical Account Manager is to ensure that the Premier Customer has a “Very Satisfied” experience when dealing with Microsoft on all levels. This measure ensures that

	<p>the Technical Account Manager effectively and efficiently delivers on all aspects of the customer requirements and does whatever is necessary to get the job done.</p>
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CAREER HISTORY (Continued)

COMPANY	CSC AUSTRALIA (Permanent)
DATES	December 1994 – March 2000
LOCATION	Sydney, Australia
POSITION	Combined Manager, CSC Project Services Division & Project Manager - EnergyAustralia account (CSC Outsourcing) Apr 1999 - Mar 2000
DESCRIPTION	<ul style="list-style-type: none"> • Responsible for starting up project services division at customer location – Team built to a group of 4 project managers working on Energy Australia projects. • Project manage infrastructure projects for EnergyAustralia to be delivered on time, within budget constraints, and maintain a high level of customer satisfaction, utilising the CSC Project Management methodology. • Projects completed: Y2K Desktop Infrastructure Transition, Energy Dealing Room installation, Network Migration from Banyan Vines to Windows NT, various other infrastructure projects.
POSITION	Manager, Project Services Division -AMP Ltd (CSC Outsourcing) Oct 1998 - Mar 1999
DESCRIPTION	<ul style="list-style-type: none"> • Manage the Project Services Division working on the AMP account. (Contracting and permanent staff) – comprising a group of 21 project managers at various locations in NSW. • Responsible for the overall delivery of infrastructure projects within AMP. • Portfolio of projects generated revenue in excess of \$6mill annually. • Responsible for cost management, budgets, staff morale and Client Service Delivery satisfaction. • Assisted in the creation of a central Program Management Office

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	within AMP to deliver all projects in a similar professional way.
POSITION	Project Manager - AMP account (CSC Outsourcing) Jun 1997 - Sep 1998
DESCRIPTION	<ul style="list-style-type: none"> • Manage various business infrastructure projects for AMP which were run according to CSC's CATALYST methodology. • Projects Completed: HR, Payroll and AMP Staff Super division and system integration. Various business unit NT migration projects. • Rollout of CSC Outsourcing online billing information system. Enablement of GIO Bid team infrastructure.
POSITION	Senior Technical Consultant - AMP account (CSC Outsourcing) Feb 1997 - May 1997
DESCRIPTION	<ul style="list-style-type: none"> • Enhance the functionality of the Desktop Support Services Group by being the 3rd level support person, creating infrastructure to assist the support services staff, evaluating new equipment for purchase by the customer and provide technical advice on infrastructure projects.
<i>Overseas Travel for 8 months - unpaid leave (May 1996 - Jan 1997)</i>	
POSITION	Senior Technical Consultant - AMP account (CSC Outsourcing) Jun 1995 - May 1996
DESCRIPTION	<ul style="list-style-type: none"> • Providing third level escalation point for support problems. • Central point of contact for vendors, Technical Project Resource.
POSITION	Technical Support - AMP account (AMP Internal) Dec 1994 - May 1995
DESCRIPTION	<ul style="list-style-type: none"> • Providing first and second level support of spreadsheet, database and operating system packages for AMP Society - Australia wide. • Consulting on user requirements and making recommendations for solutions.