AIDEN OLIVER

Perth, Australia 6000

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PROFESSIONAL SUMMARY

I am an ambitious Integration Specialist looking to continually refine my skill set and knowledge in the development space, a hard working individual that thrives in team environments to produce exceptional solutions, highly regarded for my resilience and passion as well as my eagerness to learn, a complex problem-solver with analytical and data-driven mindset and dedicated to achieving demanding development objectives according to tight schedules while producing impeccable code.

WEBSITES, PORTFOLIOS, PROFILES

- aidenoliver.au
- nuget.org/profiles/AidenOliver
- github.com/AidenOliver1
- stackoverflow.com/users/22083906/aodev
- https://www.linkedin.com/in/aiden-oliver-8973131b6

SKILLS

- Designing Integration Architecture
- Designing Cloud Architecture
- Developing on the .Net Framework
- Developing Automation Scripts
- CI/CD Development
- GIT knowledge
- Designing Integration Patterns
- Algorithms and Data Structures
- Designing Data Ingestion Patterns
- Designing APIs

PROGRAMMING LANGUAGES

- C# .Net
- Python
- PowerShell
- JavaScript
- TypeScript
- Java
- HTML
- CSS
- SQL
- Bash
- Batch

WORK HISTORY

11/2022 to Current

Integration Specialist
Perenti Group – Perth, WA

Key Responsibilities:

- Create support documentation for integration services and solutions.
- Collaborate with Corporate Technology's Architects on integration design.
- Coordinate workshops and meetings with stakeholders as required.
- Develop and maintain detailed knowledge of multiple, complex platforms and technologies to enable effective integration and utilisation based on Azure Integration Services.
- Ensure technology dependencies, issues and mitigating risks are deployed with the integrated solution and Corporate Technology's design standards.
- Participate in planning, architecture, and design meetings to represent interests in supporting re-use and adoption of the latest technologies and solutions based on the Azure integrated services.
- Operational support for production incidents and problems, 2nd, and 3rd level support on a wide range of integration technologies to assist peers.

Key Achievements:

- Designed, developed and maintained a .Net Solution which piggy-backed off an existing integration and reported on missing value mappings in an Integration Artifact.
- Designed, developed and maintained multiple components of the Perenti Integration Platform Alerting Framework in Azure.
- Designed, developed and maintained APIs for the consumption of Integration Services.
- Configured 4 CI / CD Pipelines in Azure Devops to automate deployments.
- Designed and developed a PIP Nuget Package Solution with configured CI / CD pipelines.

11/2022 to 11/2022

Senior Service Desk Officer
Perenti Group – Perth, WA

Key Responsibilities:

- Provided ongoing level 1 and 2 support across a global mining enterprise of 9000 users.
- Point of contact, providing outstanding customer service and ensuring all ICT issues are resolved.
- Maintain a high level of customer satisfaction.
- Meet all Service Level Agreements relating to ticket response and resolution.
- Attend and participate in delivery projects meetings.
- Train any new recruits in technical support processes.

Key Achievements:

- Trained up a new recruit and got them up to speed with Perenti processes within

3 weeks.
- Received great feedback from a Project Manager for my input in a Project (SuccessFactors ==> Active Directory Integration).

09/2021 to 11/2022 **Service Desk Officer**

Perenti Group – Perth, WA

Key Responsibilities:
- Provided ongoing level 1 and 2 support across a global mining enterprise of 9000 users.
- Point of contact, providing outstanding customer service and ensuring all ICT issues are resolved.
- Maintain a high level of customer satisfaction.
- Meet all Service Level Agreements relating to ticket response and resolution.

Key Achievements:
- Created and maintained over 200 scripts written in Python, PowerShell, C#, Batch and JavaScript.
- Automated many processes to increase productivity on the Service Desk and other areas of the business.
- Created multiple integrations between enterprise applications using C# (.net).
- Created a dynamic asset registry for Microsoft Teams VoIP Phone Numbers using Python, PowerShell and Azure Cloud Services. This solution was implemented to replace the previous static XLSX document which was both inaccurate and inefficient.
- Contributed to multiple major delivery projects. Provided support throughout the design, development, testing and deployment stages of the projects.
- Configured the front-end of a web application using HTML, CSS and JavaScript.

09/2020 to 09/2021 **Service Desk Analyst**

Cirrus Networks – Perth, WA

Key Responsibilities:
- The ongoing management of data protection and backups for clients through Veeam (VBR, O365, AD, SP).
- Identified system hardware, network infrastructure and connectivity issues that prevented execution of user-initiated tasks.
- Provided first and second level support to a range of customers.
- Contributed in weekly meetings with technicians, ICT managers and CTOs to discuss process improvements.

Key Achievements:
- Created automation scripts in PowerShell to assist with day to day activities.
- Received the 'Employee of the month' award for great customer service.
- Received continuously great feedback from high-level customers.
- Actively managed data protection backups for over 15 customers.
- Maintained an AndroidOS Mobile-Device-Management (IBM MaaS360) image.

05/2020 to 09/2020	**Support Officer (Work Experience)**

Cirrus Networks – Perth, WA

Through the work experience I received as a Support Officer at Cirrus, I was introduced to foundational concepts of computing. Key Responsibilities:

- Customer Support
- MDM Support (IBM MaaS360)
- Service Delivery

EDUCATION

High School Diploma
SEDA College - Perth

Cert III & IV Sport and Recreation

Completed First Aid Course

High School Diploma
Guildford Grammar School - Guildford

LANGUAGES

English

Native or Bilingual

German

Limited Working