

Chen Chen

Solution Architect at Micro Focus
Member of IT Service Management Forum Australia (ITSMf)
Currently holding Security Clearance

22 Ebeling Ct, Nicholls, ACT 2913
M: 0423 677 988
@: chen@doublechen.com
W: www.doublechen.com

Core Competencies

- Federal ITSM Process
- ICT Solution Architecture
- Data analysis
- Root cause analysis
- Results orientation
- Positive Attitude

Certification & Training

ITOM-CMS Certified Presales Engineer

2022 | Micro Focus

Foundation of DevOps

2020 | SoftEd

Agile Scrum Master

2017 | Fujitsu

ITIL V3 Foundation Certificate in ITSM

2014 | AXELOS Global Best Practice

Python for Engineers

2018 | Python Charmers

Querying Microsoft SQL Server 2012

2013 | Microsoft - 10774

Administering Microsoft SQL Server 2012

Databases

2013 | Microsoft - 10775

Implementing a Data Warehouse with

Microsoft SQL Server

2014 | Microsoft - 20463

HP ATP Cloud Service Automation CSA 4.x

2015 | Hewlett Packard Enterprise

HP Service Manager 9.x Advanced

2015 | Hewlett Packard Enterprise

HP UCMDB 10.x Administration

2015 | Hewlett Packard Enterprise

SM-uCMDB Integration

2015 | Hewlett Packard Enterprise

Recognitions:

- Sentiment Analysis of Stocktwits in Python for ANU Finance researchers, 4 academic papers published to top 6 accounting journal referenced and acknowledge the code.
- Micro Focus FY22 Q1 Professional Service Recognition Program Winner
- Telstra Excellence Award FY19
- Telstra Group Executive Award FY19

Professional Summary:

I have over 11 years' experience in Federal Government, developed and managed goals, objectives, process, and deliverables for multiple high-profile projects, coordinated between stakeholders and different teams involved make sure all interests are taken into consideration. Not only in tech but in collaboration.

Key Experiences:

I have led devOps team for Telstra and Defence ITSM system integration project e137 under JP2047, which enabled bi-directional event flow between the two ITSM tool sets, improved situational awareness and effective Change management for Telstra, Defence and Leidos. The go-live was succeed in one major change and received Telstra Group Executive award.

For over a year, I have taken on additional responsibility of managing the Account management domain in Monitor and Control section in Telstra G&E, delivered the toolsets and reporting deliverables, I have also ensured the ongoing availability of applications by number of innovative solutions to improve defect remediation while achieving delivery milestones. This enabled Telstra to effectively manage and improve services delivery to Defence, and report on Service Level performance.

Contributed to situational awareness Numedia project under JP2047 which improved network situation awareness for Defence, it also enabled chatbot to ITSM functions.

Contributed to Telstra next gen SD-Wan project and DIN SDN project, which are the next generation network using Software Defined Network technologies, improves overall network reliability and situation awareness.

I currently helping Department of Agriculture, Water and Environment, AAD on the project to consolidate three ITSM systems into one ITSM system. Successfully delivered five tranches of development work and ten release of hotfixes.

I have delivered high level outcomes at Department of Defence, DHS, Department of Agriculture, Nokia and Optus.

- Full score (5/5) in Telstra Annual Performance review for 3 Years.
- HPE recognition for efforts and professionalism that doubled the Services Footprint within the ALU (Nokia) Account for Software Service.
- Fujitsu Star reward

Education:

Master of Data Science, AI and Computational Modelling

2023 | University of Canberra

Bachelor of Information Technology

2008 | University of Canberra

Diploma of Computer management Information

2003 | Nanjing University of Aeronautics and Astronautics

Technical Skills:

The technical skills are represented by the following categories and items:

- Programming Languages:** python, JavaScript, R, TSQL, XML & XSLT, C#, C, ASP.NET
- Search & Analytics:** elasticsearch, HPSM 9.x, 7.x (HP Service Manager), BP4SM, HP uCMDB, HP CSA (Cloud Service Automation)
- Automation & Orchestration:** HPOO 10.x (HP Operation Orchestration), HP SRC (Service Request Catalog), IBM Cognos 10.x, IBM DataStage 10.x, 11.x
- Database:** SQL Server 2008 R2, 2012 (with features: - SQL Server Always on Failover Clustering, - Database Mirroring), DB2
- Operating Systems:** Windows Server 2008 R2, 2012, Linux RedHat 5, 6, Raspbian
- Cloud & Hardware:** AWS, Arduino Mega, Raspberry Pi 3

WORK EXPERIENCE:

Solution Architect (Nov 2021 – Current)

Micro Focus Australia Limited

For DAWE Project, I am working with Department of Agriculture, Water, Environment and AAD to consolidate three ITSM Systems into one, the role involves clarify the user stories, translate into technical SOW, design, develop and deliver the deliverables. At present, my primary focus is Initial Operating Capacity (IOC) go-live of the project.

For Optus/Nokia Project, I am working with Nokia and Optus team, providing guidance and technical advise on complex problems, improved their defect remediation process.

For Defence DSMS project, I am working with Operational team, the plan and design the automated health check functionalities.

- Winner for Q1 FY22 Professional Service Recognition Program
- Resolved long-standing complex problem in Application and Database performance for Nokia/Optus project
- Resolved long-standing problem in Application Smart Search Indexing for DAWE project
- Developed and setup AWS environment for DAWE project, the environment has been used as Development environment that allows local and Offshore resources to work together on project deliverables
- Developed, prepared milestone packages in short period time for DAWE ITSM Project, ensured the deliverables are met in agreed timeline.
- Setup AWS environment for Fortify project POC, Fortify is Machine learning enabled application that support Software Security Assurance.
- Developed Python script for migrate different type of documents.

Technical Domain Lead & LOB SRE Lead (Oct 2017 – Nov 2021)

Telstra Corporation Limited

I have worked on numerous roles in Telstra across different Projects, I have led devOps team to enabled go-live of key interface for Defence and Telstra ITSM toolsets, I have taken on additional responsibilities of managing Account management domain, successfully achieved delivery milestones while kept the availability of applications on targets. I have led a temporary team cross different domain, designed, and delivered End-to-End solution for Site acceptance, which contributed to FOC of JP2047. I have also contributed to multiple high impact projects, including TC datacentre relocation project, GSUR, TS19, Unified Comms.

- Full score (5/5) in Telstra Annual Performance review FY18, FY20, FY21.
- Telstra Excellence Award FY19
- Telstra GE Award FY9
- Received Award for trip to Port Douglas and meet Telstra CEO in person
- Received highest number of Telstra Appreciates (83 Internal Recognitions over 3 years).
- Selected into Telstra G&E Next gen leadership program and underwent Business Skills training.
- Developed Auto-Fixes in DataStage and Service Manager, with Python and JavaScript, improved daily operation effectiveness and helped project passed number of milestone demo and testing.
- Automate daily check, reduced daily check for reporting and SM stream from half day to half hour.
- Further improve the daily check by providing Live Splunk dashboard base on mcadmin forwarded system states, this has prevented number of major incidents.
- Developed Python Libraries for Telstra Next Gen SDN project DIN for SM9 to communicate with Ansible on AWS environment, which allows automatic provision of network functions from Service Tickets.

Senior Application Specialist (June 2016 – Oct 2017)

Fujitsu Australia Limited

- Created the Release process for Continue Service Improvements and Defect remediation.
- Completed 9 Releases in 7 months, including:
 1. Developed 32 solutions to fulfil CSI requirements.
 2. Developed 24 bug fixes for Problems and Complex Incidents.
- Standardized the documents and created process for document handling in the team.
- Developed Admin tool that enabled assurance team able to perform complex fixes, improved efficiency of BAU tasks.
- Reviewed and updated the Database Refresh process
- Provided timely, specialist advice to multiple Major incidents and been the main person resolved major incidents within SLA.
- Created common error reference guide that improved troubleshooting efficiency of support team.
- Took on support for Web Service Event Handler in short period of time, created procedure for daily health check, built up common error reference base, resolved number of WSEH related incidents, which has reduced Negative Ack from average 400/day to 50 /day

Technical Consultant (May 2015 – June 2016)

Hewlett-Packard Enterprise (HPE)

Defence project: (August 2015 - Current) – On site support for ALU (Nokia)/Telstra SM stream, CM stream, Production

- I have received HPE recognition for efforts and professionalism that doubled the Services Footprint within the ALU (Nokia) Account for Software Service.

DHS Project: (May 2015 – August 2015) - On site support for DHS ITSM Admin team and Configuration Management team

Completed 51 tasks, including:

- 18 Customizations (New function) in BP4SM (2 TSQL solutions)
- 33 Improvements/Fixes
- Received highest number of positive feedbacks from client and management.

OSS Technical Consultant (March 2015 – May 2015)

Alcatel-Lucent Australia

- Configured and maintained Six 2 node SQL clusters
- Setup and maintained SQL Mirroring for 3 SQL clusters
- Applied hardening for all SQL clusters
- Fixed 36 SM9 SQL server related defects

- Applied SP2, SP3 package installation on all clusters and 4 standalone SQL servers.
- Created DR and IR plan
- Supported SQL server related incidents, applied IR plan during incidents, and updated DR and IR plan accordingly.
- Created SQL server environment documents.
- Created maintenance plan and related maintenance scripts.

Application and Database Administrator (April 2013 – March 2015)

Fujitsu Australia Limited

- I have successfully deployed more than 20 DSDP2/SM9 changes/releases including database refresh tasks.
- I have identified number of problems and provided suggestions and assistance in resolving the problems.
- I have responded to number of major incidents and been the main person to fix the major incidents within the required supporting timeframe.
- I have created a web versioned internal knowledge base for the DSDP2/SM9 support team, including the 22 Knowledge Articles.
- I have received highest number of positive feedbacks from clients and management.

National Desktop Support Analyst (June 2012 – April 2013)

Fujitsu Australia Limited

- I have received the Fujitsu Star reward.

Financial System Incident Management Analyst (April 2012 – June 2012)

Fujitsu Australia Limited

- I have created Web versioned financial support team internal knowledge base, including number of Knowledge Articles. The knowledge base later became official KM base for Financial support team.

Incident Management Analyst (August 2011 – April 2012)

Fujitsu Australia Limited

Office and MIS System Administrator/Technical Support Specialist (2008-2011)

NSK Training Choice Canberra Office

PROFESSIONAL AFFILIATIONS:

- Member of Australian Computer Society (ACS)
- Member of IT Service Management Forum Australia (ITSMf)
- Appointed President of Martial Arts Club in 2003 at Nanjing University of Aeronautics and Astronautics

REFEREES:

Reference available on request