

Alexander Hand

CONTACT

Email:
webresume@alexhand.com

Contact details removed from web version for privacy reasons. Please email the above address to obtain a full copy.

VISA STATUS

Approved WHP Canada Work Permit

PREVIOUS POSITION

PC Analyst
Kirkpatrick & Lockhart Preston
Gates Ellis LLP

ACADEMIC QUALIFICATIONS

Bachelor of Engineering (Aerospace Avionics)

Queensland University of
Technology, Brisbane,
Australia

KEY SKILLS

- Enterprise-level Systems Administration
 - Standard Operating Environment development, testing and maintenance
 - Wide scale image deployment in a LAN environment
 - Desktop support
 - PC construction and hardware support
 - Asset management
- Website development
- Project management

KEY PROJECTS

Program Manager - QUT Sighter Rocket Program (1998)

Managed fellow students in a year-long program culminating in the public launch of military-issue Sighter rockets.

Program Manager – QUT Microsatellite Program (1999)

Managed fellow students in the ongoing development of a microsatellite, in joint venture with the Australian Space Research Institute.

Vice President - QUT Electrical and Electronic Systems Engineering Club (2000)

Provided learning services to engineering students through one of Australia's largest student societies. Coordinated social events and fundraising.

Coordinator - QUT Student Computing Helpdesk (2001)

Managed 25 part-time staff operating the second-busiest service point in the university. Provided in-person, telephone and electronic support services.

Joint Program Coordinator - *Survival 4* QUT Pre-Orientation Program (2002)

Overall coordination of introductory seminars for 1000 first year students encompassing learning and support services, campus facilities and computing services access.

CAREER PROFILE

Kirkpatrick & Lockhart Preston Gates Ellis LLP

PC Analyst

2005 – 2007

- Technical support specialist assisting firm staff and clients in multiple office locations throughout the USA and Asia
- Management and support of external extranet data site and user accounts
- Management and support of Groove Virtual Office and LiveNote software environments
- Technology advisor regarding special needs solutions and mobile devices
- Multimedia editing, conversion and capture
- Catalogue and archive Microsoft Select Licensed software

Queensland University of Technology

Computer Systems Officer

Student Support and Systems

2002 – 2004

- Enterprise-level Systems Administration duties in a Windows environment for ~1500 PCs
- Standard operating environment development, testing and maintenance on a Windows XP SP1 platform
- Lab solution development, suitability and compliance testing
- Image deployment in a multicast LAN environment using REMBO Toolkit
- Desktop support, software and hardware
- Rostered business and after hours on-call duty
- Extensive lab hardware rollout experience
- Asset management
- Active Directory and NT Domain administration
- Development of instructional guides

Support Officer

Software, Multimedia and Internet Learning Environments

2002

- Provided staff and student support pertaining to the operation, use and navigation of QUT's Online Learning and Teaching System (OLT).
- Participated in in-house testing of OLT functionality

Helpdesk Coordinator

Student Support and Systems

2001 – 2002

- Managed approximately 25 staff employed as lab advisors
- Responsible for liaising between various departments to facilitate the efficient operation of helpdesk

- Manage shift allocation and upkeep of electronic calendar
- Provide professional service to clients via helpdesk, phone support queue and email support service
- Responsible for training new helpdesk staff
- Field customer complaints on behalf of the helpdesk
- Participate in informative sessions advertising helpdesk services

ADDITIONAL POSITIONS

Lab Advisor
Student Support and Systems
2000 – 2001

Computer Systems Officer
Faculty of Education
1999 – 2000

PROFESSIONAL DEVELOPMENT

- ITAC Applied Hacking and Effective Countermeasures
- Dreamweaver MX and Fireworks MX (Intermediate level)
- Computer Safety (previously Workstation Assessment)
- Back Care and Manual Handling

ACADEMIC QUALIFICATIONS

Bachelor of Engineering (Aerospace Avionics)

Queensland University of Technology, Brisbane, Australia
1996 – 2004

Aerospace Avionics is based predominantly on the electrical engineering degree, developing skills particularly in the strands of

- Control systems
- Navigation
- Satellite applications
- Systems engineering
- Telecommunications
- Signal processing
- Electromagnetics
- Aerodynamics
- Engineering computing
- Optoelectronics
- Project management
- Business skills

Experience has been gained in the areas of

- working on tasks of a group nature as both a team leader providing peer supervision and as a team member
- individual solution of tasks

KEY INTERESTS

- Website development
- Advancing technologies
- Portable devices
- Space exploration and travel
- PC and console gaming

PERSONAL ACTIVITIES

- Charity work with the Microsoft Theater Troupe
- Scuba diving
- Snowboarding
- Golf