David Alexander Bailie

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As a seasoned veteran in the Information Technology industry with experience in a wide range of technologies and platforms, I am looking for a position that will utilize my strengths while allowing me to expand my range of experience. My skills encompass technologies and support as well as project management, people management and documentation.

Technological skills and experience

Technology	Years of experience
Mac OSX 10.4 / 10.5	4
MS Office for Mac 2004 / 2008	4
iLife 06 / 08 / 09	3
iWork 06 / 08 / 09	3
Microsoft Windows 2000 / XP / Vista	8
MS Office 98 / 2000 / XP / 2003	9

Managerial skills and experience

- President of Vancouver Macintosh User Group (ApplesBC)
- Main point of contact and evangelist for Apple products for more than 60 users in a marketing and graphic design company
- Led a team of Macintosh Systems Administrators and Video Post Production Administrators
- Managed a team of developers and analysts in a large Y2k conversion project
- Managed a number of concurrent telecommunications projects and initiatives
- Managed the hiring and training of contract and permanent resources
- Managed systems analysis and data analysis
- Developed coding standards and managed code conversion processes
- Designed and created standards for systems documentation

Work experience and responsibilities

11/2008 – Current
Various Clients – Freelance Macintosh Systems Support Technician
- Assist individuals and small businesses with their Macintosh issues
- Provide software, hardware and network technical support on site, by telephone and remotely
- Recommend and install software and hardware upgrades
- Configure new machines and software
- Act as evangelist for all things Apple

03/2007 – Current
President – Vancouver Macintosh User Group – Volunteer
- Recently voted in for third term as President
- Act as spokesperson for the club
- Chair monthly executive and general meetings
- Give monthly presentations on a variety of topics
- Advise members on Apple technology and news in the Apple world
- Ensure compliance with the BC Societies Act

11/2007 – 11/2008
Riptown Media / Fiver Media – Lead Macintosh Systems Administration
- Led a team of Macintosh Systems Administrators and Video Post Production Administrators
- Provided desktop, applications and connectivity support to desktop users, video editors and producers
- Managed and oversaw Western Canada's largest Apple XSAN deployment at over 160 TB
- Managed and administered more than 12 Apple XServes
- Deployed new versions of the Apple Operating System to both client machines and servers
- Set up and administered Open Directory

04/2002 – 11/2007
Ernex – Data & Systems Support – Information Systems Operations
- Provided desktop and connectivity support to clients
- Provided server and applications support, including after-hours support
- Provided support for a variety of network-attached storage systems
- Documented data import and export applications, on-call processes and technical support issues
- Documented processes and process flows for existing applications and new clients
- Solved interconnectivity issues with external clients, including Web connectivity, FTP, Secure FTP and file transfers
- Solved database issues
- Administered and troubleshot Active Directory

04/2000 – 11/2001
ICBC – Development & Technical Team Leader – Corporate Data Warehouse Project
- Worked within a formal Business Design framework to produce functional system design and data capture documentation
- Interviewed, hired and trained staff and contract resources
- Developed, maintained and enforced standards in areas of coding, data capture and documentation
- Developed and maintained Project Plans
- Audited existing system documentation and reorganized file structures
- Created a single source of system design documentation, covering all releases
    - My documentation was accepted as the formal ICBC Corporate Data Warehouse standard
- Wrote and debugged applications code in PL/SQL and PL/1 to facilitate the loading and updating of the ORACLE data warehouse
- Reviewed applications code for consistency and compliance with corporate standards
- Presented data warehousing methodologies to other development teams
- Conducted and facilitated regular status meetings

01/1998 – 02/2000
Workers' Compensation Board – Development & Technical Team Lead – Y2k Project
- Managed a team of 27 developers and analysts in the rectification of required Y2k changes

- Interviewed, hired and trained both staff and contract resources
- Designed a corporate-wide solution for the use of dates
- Developed and maintained Project Plans
- Developed coding standards for Y2k compliance
- Participated in the analysis of an existing code base of approximately 26 million lines of code
- Reviewed each code item being promoted to the production environment to ensure compliance with Y2k standards
- Rectified production problems from initial investigation through to implementation
- Led a team of developers and analysts in the conversion of online code from CSP to VisualAge
- Trained development staff and managers in the use of Y2k standards
- Assisted other development teams in the adoption of Y2k standards
- Developed and implemented system for tracking change requests
- Conducted and facilitated regular status meetings

06/1997 – 12/1997
Workers' Compensation Board – Systems Analyst
- Conducted and maintained a system inventory of all Medical Aid system code
- Conducted production problem analysis
- Rectified code problems
- Worked with testing and implementation personnel

01/1996 – 03/1997
Placer Dome Inc. – Telecommunications Specialist / Project Manager
- Implemented an international video conferencing infrastructure
- Designed, documented and managed the implementation of external (Internet-based) e-mail
- Managed the requirements and implementation of Internet facilities for the corporation
- Managed international voice telecommunications requirements and relationships with various telecommunications product vendors
- Managed corporate long-distance requirements
- Designed an international wide-area network based on Frame Relay technology
- Conducted presentations to senior staff members and my peers within the company
- Researched the use of leading-edge telecommunications technologies

1994 – 1995
Shell Canada – Technical & User Support Analyst
- Member of a team of system specialists on a large oil and gas billing, ordering and shipping system
- Supported a team of approximately 26 developers in the construction and maintenance of applications within the system
- One of a two-member team responsible for moving the development of the applications from MVS to a corporate client-server based platform
- Created and maintained coding standards
- Rectified production problems from initial investigation through to implementation

1993
Edmonton Telephones – Programmer Analyst
- Member of a team responsible for the conversion of a telephone billing system from a Unisys platform to an MVS platform running IMS
- Designed and coded technical solutions for the transformation of data
- Trained the rest of the development team in the use of various MVS tools

1991 – 1993
Credit Union Central – Programmer Analyst
- Solely responsible for creating and maintaining reports produced for senior Credit Union managers
- Created ad-hoc reports for senior staff members
- Designed and developed solutions to implement a standard method of credit card billing

1991
Canada Post – Systems Analyst
- Designed, coded and maintained a system to track personnel nationally during the Canada Post strike

1989 – 1991

British Aerospace Military Aircraft – Systems Analyst / Programmer Analyst

- Investigated and created solutions to production problems
- Designed and developed programs used in an online staff time recording system
- Performed data and systems analysis and created design documentation and all program specifications required to automate the testing and selection of externally constructed aircraft assemblies
  - My documentation was accepted as the formal ISD standard