

# Curriculum Vitae

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## Summary of Professional Experience

- Education Management
- Technology Management
- Corporate Management
- Business Development
- Systems Engineering

## Work Experience and Significant Projects

**January 2005 – present: Director, Student Services, RMIT University Vietnam**

**July 2004 - present: Academic Registrar, RMIT University Vietnam**

Oversee academic policies and procedures, student discipline, student enrolment and results administration, and graduations. Managing the specification and implementation of a computer based student records system.

**Sept 2002 - Sept 2004: Instructor and Program Coordinator, RMIT University Vietnam**

Taught courses in information technology and information management. As Program Coordinator for the University Preparation Program (UPP), coordinated the introduction of a new UPP program structure and integration of content between courses within that structure. In 2004, became the Program Coordinator for the Software Engineering and Information Technology degree programs.

**2001 - 2002: Co-founder and General Manager, Sutrix Media**

Led the management buyout of Extramedia's Vietnam software development center as the parent company succumbed to the dot.com crash. Gained considerable experience in crisis management and downsizing as the Sutrix management team implemented a new business model. Despite being under-capitalized, and during a difficult time for the software industry globally, managed to grow net income from zero to something approaching breakeven, the majority from European clients. Researched and wrote a well-received Business Plan.

**August 1997 - Feb 2001: Co-founder and CTO, Extramedia**

Co-founded the company in Vietnam, and then participated in its expansion to Singapore, Boston and Beijing. Continued to manage the software development center in Vietnam, which developed web applications for Extramedia's portfolio companies, as well as acting as CTO for the overall organization. Managed the expansion of the Vietnam operation in early 2000 to 75 staff, the implementation of VoIP within the company (the first such implementation in both Singapore and Vietnam), and the implementation of a frame relay connection between the Singapore and Vietnam offices (the first FR connection in Vietnam).

**June 1996 - June 1997: Apple Technology Consultant, Apple Asia**

Provided Apple technology "evangelism", market development, technical support, and training, for Apple distributors, dealers, corporate, education, and government customers in Vietnam, Thailand, Myanmar, and the Philippines. Duties also included organizing participation in trade shows, conducting training, tutorial and promotional presentations, and proposing and implementing business development strategy in these markets.

**April, and Sept-Dec 1995: Apple Technology Consultant, Apple Myanmar**

Apple Myanmar business development, technology support, and training. Provided technology briefings, support and training to MIT (Mandalay Institute of Technology), University Central Library, Yangon Computer University, Myanmar Radio and Television, and various resellers and training organizations. Training of video production staff in video fundamentals and digital video technologies and techniques. Participated in realising the (somewhat controversial) sale of 3000 Macintosh computers to the Ministry of Education.

**1992-1996: Software Developer and Consultant**

Systems and software design and development, pre-sales support, training, sales and marketing support, and customer support. Projects included:

- Software and systems for a totally automated cable TV channel developed in association with Telecom NZ and NZ Meteorological Service. Nominated for an IT industry "Best Example of Convergence in Action" award.
- Distributed kiosk system for viewing Real Estate listings. Involved centralized content management and update of multiple kiosks via wide area network connections.
- Aviation meteorology processing and display system. Installed in 20 airports around the South Pacific. Takes serial data streams from multiple sensors, derives averages and ranges, displays them graphically, and forwards them via a WAN to a central database.
- Kiosk and multimedia system at a NZ Army Museum, part of a war memorial area. Involves 30,000 sound samples on 24 CD-ROMs in a jukebox. Nominated for a "Best Tourist Attraction" award.

**1989-1992: Instrumentation Software Engineer, NZ Meteorological Service.**

Software development for instrumentation and weather information publishing systems. Significant projects included:

- Design and development of the software for PC based automatic weather stations.
- Developed automated sensor calibration systems based around a Macintosh and GPIB bus test and measurement instrumentation.
- Designed and implemented a database publishing application (Press Agent) for the collation, processing and formatting of weather forecasting and climate data for insertion into Australian and New Zealand newspaper weather products.

**1985-1989: Co-founder and Design Engineer, Méga Systems Ltd.**

Custom audio, video, and microprocessor based electronic equipment design. Audio and video systems design. Production design and manufacturing. Did the original PCB design, production design, and manufacturing run of the MacLab product, its successors are still being distributed world wide.

**1978-1985: Television New Zealand**

Studio and outside broadcast systems design, maintenance, and production. Gained extensive experience with audio and video systems, and computer assisted editing equipment. Developed a particular interest in the design of computer based automation systems.

## **Qualifications - Academic and Technical**

2006 Master of Education (Educational Leadership and Management, RMIT University)  
2004 Graduate Certificate in Tertiary Teaching and Learning (RMIT University)  
1991 Intermediate Meteorology (NZ Meteorological Service & Victoria University of Wellington)  
1987 Bachelor of Science (Computer Science, Victoria University of Wellington)  
1982 NZ Certificate in Science (Applied Physics/Electronics, Wellington Polytechnic)

## **Short Courses**

2004 Leadership and Management (Australian Technology Network)  
2000 Software Estimation and Project Management (QAI)  
1994 Unix Systems Administration (Auldhouse NZ)  
1991 Presentation Skills (NZ Institute of Management)  
1990 Total Quality Management (Management Edge)

## **Publications and Presentations**

- Advancing the User Experience of the World Wide Web. Vietnam Internet Expo and Conference, Ho Chi Minh City, June 1997
- Apple Multimedia Technologies, Vietnam Networking and Multimedia Conference. Hanoi, Sept. 1996
- Creating Advanced World Wide Web Content. Internet World, Manila, Sept. 1996
- Automating Meteorological Sensor Calibration. Ralph Pannett, Steve Paris, and John Burman. World Meteorological Organization, TECO-92 Conference, Vienna May 1992.

## **Significant Conferences Attended**

- International Conference on Computers in Education, Melbourne, November 2004
- Digital Nations and eDevelopment Symposium, at MIT Media Lab and Harvard University, October 2000

## **Quoted in Print**

- Bringing Bandwidth to Vietnam. Asian Wall Street Journal. Sept 2000.
- Big Brother is Alive and Well in Vietnam. Wired, November 1997.

## **Personal Interests**

- Photography
- Food and Wine
- Running
- Technology and society