

STEPHEN MICHAEL COOPER

Accomplished senior level consultant with over 25 years IT experience, specialised in delivering solutions and consulting to businesses to help them achieve greater operational efficiency, as well as greater controls over reporting and data integrity, and improving development practices through automation. Possesses a great deal of international experience, across a number of industries, including health, local and federal government, mining, finance, insurance, and telecommunications. Involved with a number of the world's most successful, largest, and most respected businesses. Has a great business acumen and communication skills to work with business people, end users, and clients, across all levels.

An exceptional project resource, and database developer/programmer analyst specialising in SQL Server, Visual Studio, Access/Excel, and VB/VBA development as well as conversions and upgrades from various RDBMS's. These include, but not limited to, Sybase, Oracle and FoxPro. Also well exposed and versed on systems including SAP, SAS, Peoplesoft, Business Objects, Crystal Reports, Hyperion, Nortel Contact Centre, as well as many proprietary systems amongst others. Extensive experience in full life-cycle of project and software development, encompassing requirements gathering, design, coding, testing, debugging, data mapping, maintenance and end user support. Along with excellent communication skills, has a great ability to learn and importantly, to teach new technologies, extremely quickly.

Technical Skills:

Programming Languages:

Skill rating (1-10, 10 being highest)

VB.Net	8
VB 6.0	8
VBA	10

Experienced also with Visual C++, and C#

Database Systems:

MS SQL Server (6.5 and all versions to 2016)	8
SSIS, SSRS	8
Oracle (9)	5
Access – All versions	10

Also experienced with Sybase at power user level

Spreadsheets:

MS Excel	10
Lotus 123	5

Tools:

MS Outlook	9
MS SharePoint	8
MS Visual Studio	7
MS SourceSafe	8
OLAP	7
Visio	7
Crystal reports	6
COM, COM+	6
TOAD	5

Operating/Network Systems:

Windows NT	8
Windows CE	7
Windows 2000	9
Windows XP	9

Windows Vista Business	9
Windows 7	8
Windows 8	8
Windows 10	8

Also experienced with UNIX, Novell

Methodologies:

ITIL	8
Xtreme Programming	7
Xtreme Testing	7

Professional History:

Major Projects

Client: **ASB Bank** – Auckland, New Zealand (Nov 2019 – Feb 2020)

Position: Senior Developer - Contractor/Consultant

Worked on a number of automation projects.

- Architected and built automated emailing system for HR and recruitment platforms.
- Developed reporting and auditing platforms with SQL Server 2016, Excel, Outlook.

Client: **Sovereign/AIA Insurance** – Auckland, New Zealand (Mar 2019 – Oct 2019)

Position: Lead Data Integration Developer - Contractor/Consultant

Company was migrating from one company entity to another, as well as upgrading, updating, and migrating internal systems.

- Architected and built Data Integration System for migration from one company platform to another company, for both Payroll and HR streams.
- Developed reporting and testing platforms to monitor system migration progress.

Client: **Health Alliance** – Auckland, New Zealand (Aug 2018 – Feb 2019)

Position: Lead BI and Reporting Analyst - Contractor/Consultant

- SQL Server Database design and build for reporting platform.
- Excel dashboard, reports and automation with SQL Server, Cherwell, Oracle BI and SSIS.

Client: **MediaWorks** – Auckland, New Zealand (Jul 2018 – Aug 2018)

Position: Senior HR Analyst - Contractor/Consultant

- Consulting on HR database and reporting systems.
- Developed Excel based solutions for leave accrual and reduction of costs.

Client: **NSW TAFE** – Sydney, Australia (Nov 2017 – Jun 2018)

Position: Lead Data Consultant - Contractor/Consultant

- Lead database development team delivering solutions across the state.
- SQL Server development, SSIS and SSRS, and SharePoint.
- MS Access and Excel VBA development
- Developed reporting and auditing solutions for state wide transition project.

Client: **Transport for NSW** – Sydney, Australia (Jul 2017 – Oct 2017)

Position: Senior Database Reporting Analyst - Contractor/Consultant

- Designed and built database ETL applications with SQL Server 2008, Oracle and SSIS.
- Developed reporting and auditing solutions.

Client: **National Broadband Network** – Sydney, Australia (Jan 2017 – Apr 2017)

Position: Senior Database Reporting Analyst - Contractor/Consultant

- Designed and built database and ETL applications with SQL Server 2014 and VBA.
- Worked with GIS, Web APIs, SSIS, Visual Studio, DBF and XML amongst other formats.

Client: **Here** – Sydney, Australia (Sep 2016 – Nov 2016)

Position: GIS Analyst - Contractor/Consultant

- Data validation and capture of Auckland streets.
- Quality Assurance

- Database build with Access and VBA

Client: **Peoples Community Network** – Suva, Fiji (May 2016 – Jul 2016)

Position: *Lead Database Analyst - Volunteer/Consultant*

- Designed and built Savings and Loan application using Access and Excel.
- Designed, built and trained staff on reporting platform system.

Client: **Pacific Sunrise Fishing** – Nuku'alofa, Kingdom of Tonga (Jul 2015 – Mar 2016)

Position: *Lead Database Analyst - Contractor/Consultant*

- Designed and built Database collection systems using Access and Excel.
- Designed, built and trained staff on reporting platform system.

Client: **Ministry of Health** – Nuku'alofa, Kingdom of Tonga (Sep 2014 – Sep 2015)

Position: *Data Analyst/Database Developer - Volunteer/Consultant*

- Designed and built Data Warehouse and Database Collection systems using Access, Excel, and SQL Server.
- Designed, built and trained staff on reporting platform system and coding.

Client: **National Centre Laboratory and Epidemiology** – Vientiane, Lao PDR (Nov 2013 – Jul 2014)

Position: *Chief Information Officer - Volunteer/Consultant*

- Consulted on HR resourcing, hardware and software purchasing, network design, as well as design data collection systems and reporting with Access and Excel

Client: **WA Department of Health** – Perth, Australia (Jun 2012 – May 2013)

Position: *Senior Integration Consultant - Contractor/Consultant*

- Worked with SQL Server 2008 R2 and BIDS, SQL Server Integration, and Reporting Services (SSIS and SSRS).
- Documented processes and systems across statewide integration project.

Client: **Mincom** – Perth, Australia (Aug 2011 – Feb 2012)

Position: *Senior Mining Consultant - Contractor/Consultant*

- Worked onsite and in corporate offices to document business requirements
- Consulted and delivered technical queries regarding Mincom's products.
- Shared knowledge across business, helped with tendering processes.

Client: **BHP Billiton** – Port Hedland, Australia (Aug 2010 – July 2011)

Position: *Lead Systems Planning Specialist/Supply Chain Logistics*

- Developed procedures and methods for working with and processing data for ensuring data integrity from external systems, including SAP, Business Objects and other systems.
- Trained and coached staff on the use of these procedures and data.
- Developed auditing routines for data collection.
- Redesigned and deployed a number of personalised Reports On Demand platform across business, including scheduling systems.

Client: **Connected Services Group** – Perth, Darwin, Nhulunbuy, Australia (Aug 2008 – Jun 2010)

Position: *Team Leader – Database Development and Reporting Team*

Worked on BHP Billiton and Northern Territory Government contracts.

- Developed procedures and methods for working with SSIS and SSRS.
- Built Asset Auditing system utilising electronic barcode recognition.
- Developed ETL processes for HPSIM, Nortel, HP, and other data into SSIS
- Designed and deployed Capacity Planning reports in SSIS and SSRS with data from system such as MS SCOM, MS SCCM and MS FSRM.

Client: **Swan Valley Shire Council** – Perth, Australia (Jul 2010)

Position: *SQL Server Integration/Reporting Services Developer - Contractor/Consultant*

- Developed ETL processes for consolidating various data sources into SSIS

- Designed and deployed reports in SSRS to ensure data integrity and ensure uploads were successful and for troubleshooting and optimising

Client: *Family Housing Community Services Indigenous Affairs – Darwin, Australia (May 2008 – Jun 2008)*

Position: *Senior Analyst – SQL Server Developer - Contractor/Consultant*

Worked on Northern Territory community clean-up project.

- Developed automated routines that ensured greater data integrity and efficiency.
- Worked with C#, SQL Server, and Access to capture data from a large number of different files
- Developed SSRS Reports

Client: *Standard Chartered Bank – Singapore (Dec 2007 – Feb 2008)*

Position: *Senior Database Analyst - Contractor/Consultant*

Worked on Derivatives Documentation developing, enhancing and supporting reporting and data capture capabilities for all derivatives across global bank.

- Developed automated routines that ensured greater data integrity and efficiency.
- Developed department wide 'Reports On Demand' system for delivering of individualised reports to users.
- Customised and automated pivot table reports for individuals across management
- Wrote custom error handling routines for VBA systems.

Client: *IAG (Insurance Australia Group) – Sydney, Australia (Mar 2007 – Jul 2007)*

Position: *Senior SQL Server Integration/Reporting Services Developer - Contractor/Consultant*

Client rationalised all banking procedures between all companies to just 1 bank, and I was part of team that designed and built the project handling this. Amount of money transferred through system was over \$1 Billion annually.

- Developed SQL Server Stored Procedures and SSIS Packages to automate transfer of all data and files between IAG Core Systems, and National Australia Bank.
- Conducted system maintenance and administration of SQL Server databases
- Developed and tested SSRS for a large number of auditing and financial reports
- Conducted and coordinated development, system, and UAT testing.
- Conducted financial reconciliation of core systems receipts and bank settlement files to ensure system integrity

Client: *Getty Images – Sydney, Australia (Nov 2006 – Mar 2007)*

Position: *Senior Database Analyst - Contractor/Consultant*

Client had existing system tracking sales that took well over 1 hour everyday, and over 4 hours at end of month. Developed new system to automate existing system with many extra features and deliver reports in less than 5 minutes per day.

- Developed ETL system for automation of data collection and merging of sales figures, prospecting databases, and contact databases, including Excel files, Oracle, Sybase and Mercury data.
- Developed VBA based reporting, including Pivot tables and charts for displaying and forecasting sales figures.
- Configured Sybase engine for automation of data collection.

Client: *Commonwealth bank – Sydney, Australia (May 2005 - Nov 2005)*

Position: *Reporting Project Manager - Contractor/Consultant*

Worked to develop and enhance reports for tracking SLAs across business. Existing system lacked data integrity, timeliness, and also no analysis capability. Report production time reduced from well over 1 hour per day, to fully automated, with up to date data.

- Managed vendors, bank staff, and outsource partners to Develop customised reporting, combining data from 2 different data sources, including a SQL Server backend
- Developed processes and systems for the backup and data management of several different back end systems. Wrote tools to check validity of data, and backups and provided auditing and documentation for this.

- Liaison with external systems administrator to have data available constantly and to ensure the integrity of the data.
- Mapped and documented data flows between systems reporting outputs.
- Ran a large number of ad-hoc queries and reports across a number of systems, including Peoplesoft.

Client: **Vodafone** – Sydney, Australia (April 2006 – Oct 2006)

Position: **Database Analyst - Contractor/Consultant**

Worked to develop customised reports that tracked various time schedules, KPI's, and SLA's amongst other criteria. Automated data collection and enhanced reporting capabilities to various departments both internally and externally, including Govt departments.

- Developed and maintained a number of KPI reports in various formats with data from a number of various backends. These included Visual Basic 6.0, Informix, SQL Server, Teradata, Brio, Hyperion, Access, and Excel amongst others.
- Advised on and tested for suitability of business to adopt Business Objects.
- Wrote documentation in Visio, Word, and PDF, as well as error handling code for a number of existing systems, including extensive VBA.
- Liaison with external systems administrators to have data available constantly and to ensure the integrity of the data.
- Reduced time to produce reports from a number of days to a matter of hours or less.
- Provided tools and data for analysis by technical and business personnel

Client: **Fountain Tire** – Edmonton, Canada (Nov 2004 - Feb 2005)

Position: **Lead Database and Business Intelligence Reports Analyst - Contractor/Consultant**

- Developed financial reports for management to ascertain financial records of company, and to allow analysis of this data. Responsible for data quality, and error detection and correction. Reports were in Excel Pivot tables, and later Analysis Services Web Based.
- Conducted end-user training of all management in the use of Pivot Tables, Excel and OLAP in general, including management, accounting staff, and all end users.
- Wrote all documentation for OLAP project and coordinated UAT for project across company.

Client: **State Trustees** – Melbourne, Australia (Jun 2003 - Apr 2004)

Position: **Senior Database Analyst - Contractor/Consultant**

Worked developing a number of databases and other tools for trust fund and portfolio management systems.

- Oracle database analyst, using TOAD and other ODBC connections
In addition to Oracle, Access and other systems were utilised across most projects.
- Developed a range of financial reports and applications to support mutual fund management and Portfolio Management Systems. Developed front ends in Access and Excel, and various backends, including Access and also Oracle
- VB.Net, MS Access, Word and Excel development, consulting and training. Full SDLC of MS Office based solutions, including Outlook, Word, Excel and Access
- Enabled and developed a standard of VBA programming and documentation standards across the development team. This included a standard for error handling enabling remote checking and logging of errors, and auditing.

Client: **Prudential** – London, England (Nov 2000 - Apr 2001)

Position: **Software Engineer - Contractor/Consultant**

Developed systems to track KPI's and SLA's across business

- Worked on project to monitor all sales staff. Sybase SQL, VB 6.0, and MS Access development and system testing. Developed a number of functions in VB 6.0 for querying and reporting on Sybase backend systems.
- Trained and mentored junior programmers on VB 6.0 and Access and Excel VBA
- Involved in all aspects of UAT and ensured end users were satisfied with delivered solutions. Responsible for ensuring development team made any necessary adjustments to functionality if needed

Client: **East West Technology Services** – Tokyo, Japan (Sep 1998 - Mar 2000)

Position: *Software Engineer*

- Middle Tier development utilizing COM+, MTS and ADO components written with VB. Designed, built, and compiled and tested COM components and associated files such as DLL's using VB 6.0 and Visual C++
- Development with VB 6.0, VC++ 6.0, Access VBA, and Visual FoxPro 6.0
Used various development systems and tools, depending on what was required. All team members used tools such as MS SourceSafe to ensure code was protected.
- Database back end development with SQL Server 6.5 and 7. Involved in all facets of backend development, including building new tables etc, through to DTS and stored procedures to populate systems

Other Projects

Mitchell Media Group – Sydney, Australia (Sep 2007)

Position: *Analyst - Database Developer - Contractor/Consultant*

- Designed and developed system for automation of data collection and reporting.
- Brought process times from several hours per report to a matter of minutes, in addition to providing much better reporting capabilities for their external clients

Perpetual – Sydney, Australia (Aug 2007)

Position: *Business Intelligence Database and Reports Developer - Contractor/Consultant*

- Developed MS Access based system for Australia wide deployment of BI Marketing tool.
- Designed customised reporting platform.

Nestlé – Sydney, Australia (Oct 2006 – Nov 2006)

Position: *Analyst Reporting Consultant - Contractor/Consultant*

- Developed system for automation of data collection of invoices and account details, and reporting on these, including Pivot tables, using Access, Excel and SQL Server.
- Documented systems and data flows between a number of systems, including British Telecom data files

National Australia Bank – Melbourne, Australia (March 2006)

Position: *HR Database Analyst - Contractor/Consultant*

- Worked as database developer extracting data from a large number of Excel files for consolidation into one central database.
- Developed and updated documentation on all systems and data flows.

Berrigan Library – Berrigan, Australia (May 2003 - Jun 2003)

Position: *Project Manager - Contractor/Consultant*

- Project Manager for upgrade and conversion from Mainframe to Windows based system
Worked alongside head librarian and local shire technical staff
- Liaison with external providers as well as internal end users to enable project success
- Data mapping, conversion and system testing and documentation. Developed system for extracting data from AS400 system to be imported into Windows based solution

AgInfoLink – Brisbane, Australia (Jul 2002 - Jan 2003)

Position: *Technical Reports Analyst - Contractor/Consultant*

- VB 6.0 and MS Access training, support and development. Developed a number of custom reports in Excel, Access and Outlook
- Delivered onsite training, consultation and development of a number of customised solutions to clients across Australia
- Conducted systems testing in conjunction with American head office development teams.
- Analysed data from clients to ensure efficiency and data integrity

NSW Health – Sydney, Australia (Jun 2002)

Position: *Management Database Analyst - Contractor/Consultant*

- Upgraded from various versions of Access, and some Oracle back ends to current version of MS Access. Involved a large number of systems, across all departments

- Provided support and development on upgraded systems

Compaq Global Services – London - England (Mar 2002)

Position: Database Analyst/Consultant - Contractor/Consultant

- Upgraded from various versions of Access, and some Oracle and SQL Server back ends to current version of MS Access. Advised on a number of other systems as to how upgrade should proceed. Conducted training for end users in both Access and Excel

Vizzavi – London, England (Sep 2000 - Oct 2000)

Position: Software Architect - Contractor/Consultant

- HR Application development with VB 6.0 and MS Access for Internet industry
- Was responsible for defining architecture and building application for tracking all staff changes, including new hires, promotions, and redundancies

First Telecom – London, England (May 2000 - Aug 2000)

Position: Senior Business Analyst - Contractor/Consultant

- Worked on project to upgrade existing system from Access based to VB 6 and SQL Server system, and also to convert existing data across to new system. Developed import and export routines from Excel and Access to SQL Server

Blackbaud Pacific – Sydney, Australia (Sep 1997 - Sep 1998)

Position: Customer Support Analyst

- Data import, export and conversions using Access to various backends including SQL Server, Oracle, and Sybase
- Development, training, testing, and support of Client/Server software
- Travelled on site to deliver training courses and support

Academic Qualifications:

Masters Degree Enterprise Resource Planning (Jul 2003 - Dec 2003)

Victoria University, Melbourne, Australia (In progress)

SAP Installation, Configuring, Customisation & Reporting

Fijian Language and Culture (May 2016)

Private, Suva, Fiji

Tongan Language and Culture (Sep 2014)

Private, Nuku'alofa, Kingdom of Tonga

Lao Language and Culture (Nov 2013)

Private, Vientiane, Lao PDR

Spanish Language (Jun 2013)

Tandem School, Santiago, Chile

Portuguese (Brazilian) Language (Mar 2013 – Apr 2013)

Private, Perth, Australia

St John Ambulance New Zealand (Apr 2019)

Comprehensive First Aid

Statement of Attendance (Jul 2009)

CSG Training, Darwin, Australia

Implementing and Maintaining SQL Server Integration Services 2008

Certificate Japanese language (Nov 2002 - Jan 2003)

TAFE, Coorparoo, Australia

Macquarie Community College (Advanced Access) (Feb 1998)

Sydney, Australia

Certificate IV Microcomputer Technology (Oct 1996 - Jun 1997)

Computer Power Training Institute, Sydney, Australia

Manpower Technical (Various subjects) (May 1997)

Sydney, Australia

Associate Diploma - (Engineering) (Feb 1995 - Jun 1996)

TAFE, Wangaratta, Australia

Achievements & Awards:

UtterAccess.com (Jul 2003- Present)

VIP Level

Microsoft Office User Specialist (Apr 2001)

MS Access 2000, Expert Level, MS Excel 2000, Expert Level

Microsoft Certified Professional (Nov 1999 – Feb 2000)

Networking Essentials, NT Workstation, NT Server, NT Server Enterprise, TCP/IP

Microsoft TechED (May 1999) Dallas, Texas, USA

Attendee: Developer Days

Hobbies/Interests:

Enjoy learning new technology, travelling, photography, fishing, clay bird shooting, camping, diving, snorkelling, and socialising with friends and family. Also involved in local and international volunteer work for places such as Red Cross, St Vincent de Paul, Mission Australia, as well as being a blood donor.

References:

Excellent personal and professional references available upon request