

CURT FRASER-BECK

**5/2-6 Market Street
Rockdale NSW 2216
Australian Citizen**

PROFESSIONAL PROFILE

Excellent programming skills in Visual Basic, Natural, SQL, iXpress, relational DBs and C. Thoroughly familiar with a wide variety of software and programming languages. Experienced in software engineering, technical support and system analysis concepts. Very familiar with the management of Win NT and networking protocols. Codified a Corporate Information project and worked on a Telecommunications Data Migration Project. Designed and coded an image recognition program, and drew data flow diagrams. Team player willing to collaborate with others, and work within established procedures. Excellent communication skills. Fluent in English and Spanish.

OBJECTIVE

Seeking a position in Programming, Technical Support, Helpdesk, or Testing.

EDUCATION & QUALIFICATIONS

- 2000 **Centec**, Caracas, Venezuela.
*Visual Basic 6.0 Fundamentals, Report and Data Management using VB 6.0.
Introduction to Oracle 8.0, Oracle 8.0 SQL & PL/SQL, Developer 2000 Forms.*
- 1992 **Ball State University**, Muncie, Indiana, USA. *M.A. in Computer Science.*
- 1990 **Taylor University**, Upland, Indiana, USA. *B.S. in Computer Science.*

TECHNICAL SUMMARY

Software Visual Basic, Natural, Adabas D Relational DB, SQL, Siebel, Oracle, iXpress, C, Access, Javascript, ODBC, Esperant Query, FrontPage, HTML, Media Data warehouse, Word, Excel, Outlook, PowerPoint, Middleware, COBOL, DOS, Client Access, Corel Draw, Adabas C Database, Geocode Mapping.

Hardware Midsize: DigitalAlpha 8200, UNIX AIX, SUNs, DEC Workstations.
Micro: Win XP, Win NT, Win 2000, Win 95, Win 3.1, D.O.S.

MASTER'S PROJECT

Helped develop a UNIX X Windows text editor using C which can be run on any X Windows compatible workstation.

EXPERIENCE

- 2006-07 **Customer Care Specialist**, Chubb Home Security. Sydney, Australia.
- Provision of telephone technical support for Chubb clients, which includes but is not limited to quick resolution of technical issues such as stopping alarm beeps, teaching how to program new alarm codes, programming new remote controls for some alarms and alarm decommissioning.
 - Assigning alarm repairmen to resolve clients' alarm problems that cannot be fixed over the phone.
 - Quoting prices of technicians and some alarm parts to clients.
 - Transferring calls to other departments when clients need help with an issue beyond technical support.
- 2005-06 **Senior Charter Assurance & Imaging Specialist**, Sensis. Sydney, Australia.
- Used and did troubleshooting of colour laser printers.
 - Used the Captiva imaging software including Documentum and Formware.
 - Prepared document packs and ensured that contract integrity, quality standards and Customer Charter was adhered to before submission to Print Operations.
 - Fulfilled the objective of upholding the required outcome in line with Sensis Advertisement guidelines, Customer Charter commitments and customer satisfaction using problem solving skills and discretion.
 - Provided training advice and support to Charter Assurance staff.
 - Liaised with sales consultants, credit department personnel and co-workers to enable efficient contract processing.
- 2005 **Webmaster**, Non-Profit Organisation. Sydney, Australia.
- Developed the <http://www.sydneyunitarianchurch.org> website using HTML and Javascript.
- 2004 **Customer Operation Service**, Sensis (White Pages). Sydney, Australia.
- Called business clients to verify their listing details (Business name, address and phone number).
- 2003-05 **Advertising Data Specialist**, Sensis (Yellow Pages). Sydney, Australia.
- Ensured integrity of advertising contracts and copies prior to processing.
 - Entered data accurately into the POST/Genesis database system.
 - Did layout and processing of advertising artwork using the Quickset system.
 - Liaised with Sales executives in order to resolve improper contract & advertising copy issues.
 - Tracked contracts & copy sheets using the WIT web based system.
 - Did listing details verification with business clients.

- 2001-01 **Analyst**, CANTV (Phone Company). Caracas, Venezuela.
- Gave support in the data migration analysis. This data consists of telecommunication circuits and equipment; it originates in various platforms and is migrated to NCON, a centralised platform.
 - Gave support in the programming of a migration system and the handling of telecommunication data using a sophisticated user interface built in Visual Basic 6.0 and Oracle 8.0.
- 1997-00 **Technical Support Analyst**, APS (Software Company). Caracas, Venezuela.
- Coded, implemented and helped to design a dynamic web page based Corporate Information system using iXpress and Adabas D that keeps records on clients, contacts, and products in evaluation or ready for selling.
 - Helped resolve technical problems with the Adabas D relational DB, Esperant, Natural, and other products from Software AG.
 - Guided users on how to use Esperant and prepared course materials for Esperant and Adabas D.
 - Installed software products on Windows 95, NT, and UNIX AIX platforms.
- 1995-97 **Programmer/Analyst**, Panamco (Coca-Cola). Caracas, Venezuela.
- Coded and assisted in the design of a Human Resources system that facilitates the access to specific information about one or more employees.
 - Coded a Company Operations Performance system that computes and shows in a summarised manner the performance of the company's operations.
- 1995 **Programmer**, FACTS Services. Miami, FL, USA.

REFERENCES

Danielle Groococh

Charter Assurance Team Leader. Sensis, Sydney

Vicki Foy

Ad. Operations Team Leader. PMP, Sydney

Bryce Harris

Charter Assurance Subject Matter Expert. Sensis, AAMI, Sydney

Other references furnished upon request.