

## Curriculum Vitae

# Igor Palmer

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## Education

**Master of Internet Studies** (Distinction) – Curtin University of Technology Australia  
Major in Internet Policy and Practices  
Specialization in Internet, Online Media & Communication.

**Graduate Certificate in Internet Studies** (High Credit)  
Curtin University of Technology Australia  
Specialization in Online Information Systems Management

**Graduate Diploma in Professional Photography** (High Distinction)  
New York Institute of Photography – New York

## Certifications & Technical Courses

- Certificate IV in Workplace Training & Assessment
- Advanced Object Vision Programming – Borland OOP
- Business Objects Supervisor - Business Objects Australia
- Business Objects Advanced Report Techniques - Business Objects Australia
- Business Objects Universe Design - Business Objects Australia
- SAS Programming – SAS Corporation Australia
- Advanced Gentia OLAP Business Intelligence – Gentia GDL
- Project Management – PMBOK
- Software Engineering Methodologies – Agile, C-DREAM, USEPC, XP, WFSDLC

## Memberships of professional associations

- International Electronic & Electrical Engineers (IEEE) Association
- IEEE Communication e-Society
- Australian Computer Society

## Languages Spoken

- English
- Russian
- Hungarian

Industries	Executive Summary of significant experience in:
<b>Consulting:</b> Knowledge Management, Software Engineering, FBA, L&D  <b>Insurance</b>   <b>Banking</b>	<ul style="list-style-type: none"> <li>▪ Enterprise Performance &amp; Knowledge Continuum Modelling.</li> <li>▪ Online content management &amp; Cyber-Analytics.</li> <li>▪ Business Relationship Management.</li> <li>▪ Project management of multifunctional ICT systems. Agile, PIMBOK</li> <li>▪ Functional Business Analysis &amp; Business Process Re-Engineering.</li> <li>▪ Development of web enabled (Internet/Intranet) business systems.</li> <li>▪ Project Management – Data Warehouse &amp; Business Intelligence.</li> <li>▪ Implementation and management of Knowledge Management systems.</li> <li>▪ Development and management of centralized &amp; virtual BA teams.</li> <li>▪ Business Process Re-Engineering.</li> <li>▪ Management of multidisciplinary projects.</li> <li>▪ Development of Enterprise Wide Marketing system.</li> <li>▪ Business Intelligence and Client Profiling.</li> </ul>

<b>Synopsis of Employment</b>	
Feb. 2004 –  Position: Duties:	<b>KDR Lab Pty.Ltd.</b>  <b>Principal Consultant</b> <ul style="list-style-type: none"> <li>▪ Leading and overseeing ICT innovation and business projects.</li> <li>▪ Knowledge Management systems designer.</li> <li>▪ Learning &amp; Development programs facilitation.</li> <li>▪ Software engineering projects utilizing Agile and C-DREAM methodologies.</li> <li>▪ Business Intelligence and customer profiling.</li> <li>▪ Lead and manage Business Process Re-Engineering projects.</li> <li>▪ Functional and Enterprise Performance Analysis.</li> </ul>
2000 – 2003  Position: Duties:	<b>GIO Australia Ltd</b>  <b>MIS IT Manager</b> <ul style="list-style-type: none"> <li>▪ Managed applications development operations.</li> <li>▪ Oversaw the re-engineering of large scale BI &amp; DW projects.</li> <li>▪ Participated in large scale technology transformation and integration projects: (Mainframe &amp; Mid Range UNIX systems integration/transformation)</li> <li>▪ Developed and managed Virtual Software Engineering &amp; BA teams.</li> <li>▪ Project stakeholders relationship management.</li> </ul>
1999 – 2000 <i>transitional contract</i> Position: Duties:	<b>National Australia Bank &amp; Bank of New Zealand</b>  <b>Senior Business Intelligence Consultant (contract)</b> <ul style="list-style-type: none"> <li>▪ Developed weekly analytical reports for the senior executives.</li> <li>▪ Functional Business Analysis.</li> <li>▪ Developed Executive Reporting and Analytical System.</li> </ul>
1996 – 2000  Position: Duties:	<b>QBE Insurance Ltd.</b>  <b>Senior Business Information Analyst</b> <ul style="list-style-type: none"> <li>▪ Multidimensional Modeling &amp; Analysis of Business' Performance.</li> <li>▪ Advised the senior executives in respect of information capture, codification and distribution throughout the enterprise's network.</li> <li>▪ Designed and built actuarial OLAP database.</li> <li>▪ Executive Information Systems project.</li> </ul>

## Synopsis of Skills & Competencies

With my business acumen and proactive engagement at all levels of functional and strategic management, I create and foster environments for innovation, growth and positive impact.

Throughout my professional career and social networking, I have been a catalyst for positive change and creation of environments that inspire knowledge workers, management as well as internal and external project stakeholders.

In my functional and project management roles I have significantly contributed to the development of attitudes for service excellence, ownership of tasks and acceptance of personal responsibility for outcomes, and revenue opportunities.

I offer broad technical expertise, business acumen, and managerial skills that promote brand loyalty, foster collaboration and attract leading-edge professionals.

My understanding of interrelations between business' value drivers and organisation's strategic vision enables me to manage challenging and sensitive client and stakeholder relationships tactfully and with sensitivity, thus establish enduring client relationships.

I have the skills and business acumen to build consensus and reach agreement even in unfamiliar environments through clear articulation of purpose, tactful clarification of dysfunctional issues, and presentation of imaginative alternatives.

I have an astute ability to build knowledge networks and communication channels for uninterrupted information exchange and knowledge continuum not only within homogeneous team but throughout wide spectrum of heterogeneous technical and business teams.

I offer fresh perspective, imagination, actionable insight and keen willingness to lead by example. These competencies coupled with my capacity to think creatively and ability to conceptualize, enable me to solve complex assignments even in unfamiliar environments.

My solid understanding of customer relationship, knowledge management principles, risk factors and human cognition enables me to pursue strategies, which, mitigate risks, promote collaborative team work, instil ethical work practices, and energize teams to do their best.

## The Bottom Line

- **I am a dynamic individual with inquisitive mind, vivid imagination and passion for innovation.**
- **I bring seasoned competencies required to manage the intrinsic complexities of Information Continuum, Information Management and Business Processes.**
- **I bring know-how & experience to synthesize people's talent, know-how, expertise, and aspiration with the organisation's aspiration and strategic vision, thus delivering results in rapid succession.**
- **I have a proven and outstanding track record in turning around underperforming business and technical teams into energetic, high powered, and world class teams, capable of solving even the most challenging assignments efficiently and fast.**
- **I offer practical experience, and know-how to turn around slow paced and faltering operations into fast paced, effective and efficient operations.**
- **Through continuous research and application of the most advanced management concepts I am able to instil best-practice attitudes throughout all business and technical teams I lead.**

**I get the job done & get it done well.**

## Business Systems & Software Engineering Experience

- **Applied Software Engineering Methodologies:**
  - **Agile.**
  - **USEPC** – Unified Software Engineering Process Continuum.
  - **C-DREAM**– Cognitive Digitally Rendered Environment Aware Machine. SOA based, total environment management solution.
  - **XP** - Extreme Programming.
  - **WFSDLC** - Water Fall SDLC.
  - **JAD** – Joint Application Development.
  - **RAD** – Rapid Application Development.
  - **Prototyping** – short, sharp, and fast delivery of proof of concept business pilots.
- **Software Engineering** (major software applications developed and owned):
  - ASIMPLIX™** – Asymmetric PaperLess Information Exchange system with built-in Dynamic Content Manipulation Drivers.
  - DIS** – Data Interrogation System for massive data warehouse analytics. A highly automated, intelligent agency based turn-key analytical system.
  - Galaxy** – Multi Dimensional Business Intelligence DB for complex business analytics.
  - CUT-SM** – P2P online streaming media extraction, codification and classification.

## Research Interests

- **Cognitive Information Management.**
- **C-DREAM™** – Cognitive Digitally Rendered Environment Aware Machine. SOA based, total environment management solution.
- **Cognitive Information Continuum Modelling.**
- **Cybernetics.**
- **Knowledge Management.**
- **Research & Development of organizational knowledge enablers.**
- **Adult Learning & Development.**
- **Research and Development of Online Streaming Media.**
- **Internet Policies & Practices.**
- **The power of One: Individual's significant influence on society.**
- **Evolution of Peer 2 Peer Social Networks.**

## Capability Statement

### Igor Palmer

I am a competent professional with inquisitive mind, vivid imagination and passion for innovation. I offer know-how and experience to synthesize people's talent, know-how, expertise and aspiration with the organisation's aspiration and strategic vision, thus delivering results in rapid succession. I offer significant experience and leadership in areas of:

- Concurrent management of multidisciplinary & multifunctional software engineering and business analytical teams ranging from large Mainframe Legacy systems to LAN / UNIX and WinTel based Mid Range web and analytical systems.
- Delivering highly effective presentation programs, both within international conference and corporate training environments.
- Leading Business Process Re-engineering processes.
- Overseeing the integration of large legacy systems with multifunctional e-business and ICT systems.
- Leading and managing end-2-end ICT projects.
- Process mapping of mission critical, legacy operational & business intelligence systems.

My competencies combined with my natural affinity to people, passion to learn and share my knowledge make me an excellent relationship builder and compelling influencer. I offer a considerable degree of technical know-how, solid business acumen, highest degree of accountability and integrity. With astute ability to focus attention and resources needed to be an effective manager, I offer fresh perspectives, actionable foresight, seasoned insight, and managerial competence. My competencies as they relate to the position include:

- Application of systematic, rigorous, and diligent approach to functional analysis and applications development assignments.
- Ability to recognise early issues, risks as well as opportunities, which can impact considerably upon teams' performance and business revenue.
- Skills and experience to detect emerging trends, risks, functional and structural deficiencies, thus recommend process and systems improvements as well as implement corrective actions where appropriate.
- Capacity to engage closely with internal and external stakeholders at all levels to bring about the changes required for measurable business benefits.
- Understanding the interrelation between business' value drivers and organisation's strategic vision enables me to manage challenging and sensitive client and stakeholder relationships tactfully, and with sensitivity, thus establish open communication channels and enduring client relationships at all levels.
- Ability to contribute to consensus and agreement through clear articulation of purpose, tactful clarification of dysfunctional issues and presentation of imaginative alternatives.
- Thorough understanding of IT & Business Systems Development Life Cycles including:
  - Functional Business Analysis
  - Scoping, Budgeting, Scheduling
  - Critical Path Analysis
  - Time-framing of business processes.
- Enterprise-wide e-Business continuum analysis including:
  - Interoperability & Integration
  - Centralization & de-centralization of operations
  - Virtualization
- Application of contemporary software engineering methodologies including:
  - JAD, RAD, Prototyping
  - Agile, C-DREAM, PIMBOK
  - Business Functions Pilot