

# Joshua O'Neill

75 Mayers Street  
Cairns, Qld 4870  
Phone: 0403 040 798  
[josh@reallyusefulstuff.com.au](mailto:josh@reallyusefulstuff.com.au)

## CAREER SUMMARY

A diverse and successful career background reflects my broad repertoire of methodology in Information & Technology, Project Management, Functional Consulting, Business Development, Financial Services and Training and Assessment.

A professionally accomplished and recognised career in IT, with extensive knowledge of SAP and complimentary software, includes significant experience in Project Management on large international software implementation projects and within the mining industry. I am experienced with providing remote SAP services as well advanced knowledge of the IMG in SAP allowing configuration and customisation.

As an advanced user of the Microsoft suite with competent knowledge of MYOB, Photoshop, NICE Universe and working knowledge of JD Edwards, Symposium and TC Series Five, the development and execution of business strategies is made easier.

Using my broad scope of IT experience I participate fully in meeting company mission statements and key objectives. With a strong work ethic, integrity, self-motivation, and a professional commitment, I am continually motivated by new challenges and responsibilities.

I lead by inspiring, delegating, empowering, mentoring and supporting with well developed interpersonal communication skills both written and oral, including the ability to communicate effectively and sensitively with clients/associates from diverse and multicultural backgrounds.

My international and multicultural experience is a valuable resource in handling the most challenging of situations within an operational working environment. I focus on total quality management and continuous improvement processes with the ability to make precise decisions and show initiative when working under pressure in a demanding work environment.

## CAREER PROFILE

### **Oct 2004 – Current**

#### **Really Useful Stuff Enterprises Independent Contractor**

##### **Role:**

As an Independent Contractor and the Business Owner of Really Useful Stuff Enterprises I provide IT, Training and Assessment and complimentary business solutions as required

- International remote support for SAP software
- Training and Assessment (Cert IV – Training and Assessment to various industries)
- Financial Services to small business
- Business Plan development and Process/Risk Analysis
- Website design, construction, development and maintenance

### **Aug 2005 – Jan 2010**

#### **Cavanagh Knight Pty Ltd – Cairns QLD Group General Manager**

##### **Role:**

Expansion of existing media company targeting tourism destination marketing to include multiple multimedia products throughout the Australasian region

- IT, system networking and Voip management for office
- Market research, development and promotion of new products
- Expansion of existing and new products throughout Australasia
- Tourism/Information website design and development,
- Ecommerce and national employment website implemented
- Staff management and training
- Presentations/training at International Tourism seminars

### **Oct 2004 – Aug 2005**

#### **HWE – Koolyanobbing Mine Site - WA Project Assistant, On Site IT Support**

##### **Role:**

Multifunctional role encompassing Project Management Assistant, On Site IT Support and Dump Truck operator

- Strategic planning and business process/risk analysis reporting directly to Project Manager
- On site IT assistance, training and analysis provided as per organisational requirements
- Dump Truck Operator of CAT 777 and Komatsu 605 and 785

### **Sept 2001 – Oct 2004**

#### **TUI Consulting Inc, Tacoma, Washington, USA Associate Consulting Manager**

##### **Role:**

Customer Services Project Manager for SAP IS-U/CCS Project for the City of Tacoma (Utilities) – Project planning, inception, client liaison, task assignments, client training, and employment/management of eight consultants.

- Preparation/ implementation of project plan, deliverables and timelines, issue/risk management.
- Blueprint current business processes, gap/risk analysis, system demonstration
- Completion of all deliverables achieved within project timelines
- Workshop management and project management reporting.
- Project and Consulting Methodology
- Master data for CS, SD, PM, MM
- Telephony Integration (API)
- Training documentation creation and training delivery

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## **TUI Consulting Pty Ltd, Melbourne, Australia Consultant**

### **Role:**

Functional Consultant providing remote support to clients, client liaison and development of training strategies.

- Remote support of IS-U/CCS for TUI consultants on implementation projects
- Creation of RFP's (Request for Proposal), analysis of IS-U/CCS, and mySAP capabilities to provide accurate quotes to potential clients.
- Client and internal training strategy/delivery
- Five week training delivery to Fujitsu consultants in Kyushu, Japan
- Client liaison and training of current and new TUI Consulting staff

### **June 1998 – July 2001**

## **On energy, Christchurch, New Zealand Business Analyst/Project Manager**

### **Role:**

Project Manager – Business process re-engineering of Customer Services processes, people and system to best practice. Management of twelve Customer Services resources.

- Preparation and implementation of project charter, project plans, redesign documentation, business cases, and issue/risk management.
- Detailed gap analysis of current and future state business processes, people and SAP CCS system, with management recommendations
- Reduction in work time for Customer Service Representative's (CSR's) through process, people and system enhancements.
- Improved customer satisfaction results to support customer retention and acquisition with expert knowledge of SAP CCS, SD, PM, and industry

### **Oct 1996–May 1998**

## **Aboriginal Resource Unit Carnarvon, Western Australia Account Manager**

### **Role:**

Account Manager – Increase local Aboriginal businesses through Government funding applications and enterprise development. Management of two staff, 21 Government funded Aboriginal businesses and supervision of payroll for 261 employees (CDEP).

- Successful funding applications to support enterprise marketing strategy.
- Increased CDEP employees by 15%, youth issue management.

### **Oct 1994-Oct 1996**

## **Western Power, Perth, Western Australia**

### **Role:**

Team Manager – Daily management of CSR's, issue resolution, Call Centre reporting, and statistical analysis. Management of 11 staff

- Development of system and business processes enhancements.
- Reductions of CSR work time through accepted enhancements.
- CSR training in electricity and gas industry knowledge.

## QUALIFICATIONS

**Tertiary** Bachelor Business Administration – San Diego State University 2001 (RPL)  
Cert IV Training and Assessment, Axiom College, Australia  
RSA – Queensland – 2009  
MARCSTA – Mining & Resource Safety & Training Accreditation 2004  
Certificate in Property Services (Real Estate) – Western Australia 2004  
Diploma Business Management – College of Education, NZ 2002 (incomplete)  
Microsoft Office Specialist (MOS) - College of Education, NZ 2000  
NZIM Certificate of Management (NZIM CertMan) - College of Education, NZ

**IT Programs** Microsoft Project, Access, Excel, Word, PowerPoint, Visio, Publisher, Acrobat, Photoshop, Internet, SAP, NICE Universe, Symposium, TCS Series Five, MYOB.

### SAP Implementations

IS-U/CCS (Industry Solution - Utilities, PM & CIC, Business Partner, Telephony) (City Of Tacoma, USA)

SAP DM (Device Management) and SAP FM & PM, in NZ, USA

SAP IMG Configuration Expert - PM, DM, CIC, SD

SAP PM - Mining Industry - Maintenance Planning & Scheduling - currently up-skilling

SAP Training Delivery and Documentation Creation - IS-U/CCS (DM, PM, CIC, SM)

### Additional Skills

Competent working knowledge of:

SAP IS-U (PM, MM, DM, HR, FICO)

**2005 – 2008** Lifeline Counsellor (Volunteer)

## RECREATIONAL

Computer technology, travel – (extensive worldwide travel), fishing, reading, interior decorating and landscaping

## REFERENCES

Peter Knight 0410 465 667  
Managing Director  
Cavanagh Knight Pty Ltd

Anita Plos 0417 643 339  
Managing Director  
Anita Plos Management