**Milan Adamcik**

milan\_adamcik@nexgenindustries.com
Mobile: 0403 590033

**Summary**

I am a Formally Qualified, Highly Skilled and Experienced ICT Professional, with a large exposure to a wide range of ICT variables. I am also an excellent communicator and am very resourceful with respect to Hardware, Software, Networking, Servers, Cloud Based Platforms, Internet, Websites, Security, Team Leadership, Project Management, Training, Positive Support, and several other areas of ICT that relate to those mentioned. I have a solid understanding of the ITIL Foundations and am extremely proficient at fault finding and issue resolution with minimal downtime, through active involvement with ICT Teams and a willingness to be a team member and a team leader who takes full ownership of all areas contained within the corporate ICT scope.

**Employment History and Scopes of Experience**

**Systems / Network Administrator and Support Coordinator**

**NGT Software Engineers and MSP**

**Sep 2019 – Mar 2020 (7 months)**

\* Performed all areas of the system administration of local and cloud-based technologies for all the company clients.

\* Provided excellent customer support for all clients utilising on-site, telephone and remote access servicing to enhance the work performances of staff.

\* Enhanced the company profile by producing training guides for staff in repetitively queried areas of ICT, which reduced the number of support requests.

**Senior Systems Administrator and Staff Support Officer**

**All Saints' College - St Mary's Campus**

**Feb 2017 – Mar 2019 (2 years 2 months)**

\* Completely upgraded and migrated the college into current technologies including servers, switches, WAP's, computers, AV equipment, interactive whiteboards, portable devices, and a new VoIP telephone system, without loss of any school operations or distractions to daily educational delivery.

\* Managed the administration of all school operational software applications such as SENTRAL, Timechart, EdVal, Compass, School Bag, SCCM, InTune, Papercut, and other subject specific programs with excellent rapport from staff.

\* Provided staff and student support services across the entire college with excellent results and high praise from the Principal and staff for the rapid response to their requests and the high quality of support services provided across MS OS, MAC OS and IOS devices and my leadership of the ICT Team.

**Information Communication Technology Systems Administrator & Support Specialist**

**Gloucester Shire Council**

**Feb 2016 – Feb 2017 (1 year 1 month)**

\* Led the staff transition into new Council Management Software during a merger of GSC with Greater Taree and Great Lakes Councils when the three become known and operated as Mid-Coast Council.

\* Performed all system administration tasks surrounding the ICT infrastructure across all council operated services including head office, the public swimming pool, the works depot, the tourism centre, and the library, via a network which was connected via transponder and responder microwave towers.

\* Provided a very high standard of staff support in all areas of ICT across all offices with rapid response to all queries and excellent fault finding and repair to all ICT equipment that was reported as having issues.

**Owner / Manager**

**Nexgen Industries**

**Feb 1995 – Mar 2015 (20 years 1 month)**

\* Owned and managed an ICT business which operated from Charlestown, NSW where I had a shop that built and sold computer systems and technology infrastructure to domestic and business clients.
\* Employed six full time staff and three casual staff that provided clients with the full range of ICT services.
\* Offered and provided systems and servers, networking, administration, and support to numerous small to medium sized companies successfully for two decades across the Hunter Region.
\* Led an excellent team for numerous years and became recognised as a reliable, professional, knowledgeable and very customer focussed business that offered unparalleled service to everyone that relied on us.

**Skills and Proficiencies**
System Administration, Network Administration, ITIL v3.0, Security Protocols, Systems Engineering, MS Operating Systems, MS Server Platforms, (PaaS), (IaaS), (SaaS), MS Azure, (AWS), InTune, Asset Management, Staff Management, SCCM, Hardware, LAN/WAN, Cabling, Connectivity, SW Licensing, WI-FI, ICT Security, Cloud Infrastructure, Remote Assistance, Support Services, Ticket Systems, Provisioning, Budgeting, Teamwork, Time Management, Documentation, Web Design, Web Hosting, HTML, CSS, Scripting, Active Directory, Group Policies, Cyber Security, Migration, VoIP Systems, Multimedia, MS Applications, Apple IOS, MAC OSX, Solid Under Pressure, Team Building, Meet Deadlines, Working Autonomously.

**Education and Formal Qualifications Held**

**STS - Strategic Training Solutions**
Certificate IV, Workplace Trainer / Assessor

**TAFE NSW**Advanced Diploma, Network Design and Development
 **TAFE NSW**

Certificate IV, Information Technology

**TAFE NSW**

Advanced Diploma, Software Development

**TAFE NSW**

Advanced Diploma, Website Design

**TAFE NSW**

Advanced Diploma, Intermedia/Multimedia

**TAFE NSW**

Advanced Diploma, Computer Systems Networking and Telecommunications

**TAFE NSW**

Certificate IV, Computer Programming

**UTS - University of Technology Sydney**

Bachelor of Engineering (Computer System Technologies)

**Licenses & Certifications**

**Work for the Dole Course Trainer (Piloted ICT Program)**

Australian Government Department of Human Services

Issued Oct 2007 - Current

Credential ID WFDPT001ITSS

**Genuine Intel Developer**

Intel Corporation

Issued Feb 1996 - Current

Credential ID GID9012377

**Microsoft Certified Systems Engineer (MCSE) Windows Server Platforms**

Microsoft Corporation

Issued Jul 2010

Credential ID MSACC172321114

**Working with Children**

Office of the Children's Guardian

Issued May 2017

WWC1350192E

**Professional References**

**Rob Griffiths**Department Manager for Mid Coast Council - Gloucester Office
Ph: 02 6538 5250

**Matthew Kirby**Physics Coordinator - All Saints College, St Mary's Campus
Ph: 02 49336177

**Julian Schneider**Senior Engineer for Mid Coast Council - Gloucester Office
Ph: 02 65385250

**Robert Moore**HSIE Coordinator - All Saints College, St Mary's Campus
Ph: 02 49336177
 **Personal References**

**Steven Hyde Ashley Fisher**Australian Taxation Office Chartered Accountant at DynamizePh: 61 0411 825613 Ph: 61 0422 088694