

# Todd Boniface

Technology enthusiast, Cloud evangelist and photographer

## Contact

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## Skills

Design Process/Facilitation

Wire-framing

DVT, PBVT and UAT

Rapid Prototyping

Agile Foundations

Creating/facilitating training material

CMS/CRM/VOIP

Maxim, Siebel, AXIS, FLEXCAB, CISCO Broadsoft, MICA, UOMS, MAGPIE, WAS,

Cloud and Creative Tools

Microsoft Office 365

G Suite

Apple Device Management/Server

Cisco Meraki Appliances

Adobe Lightroom/Photoshop, Premiere/After Effects

Final Cut Pro X

## Languages

English and basic Hindi / Tagalog

## Education

Certificate III in Retail Operations

Wise Education - 2015

Certificate III in Information Technology & Digital Media

East Coast TAFE - 2014

CISCO CCENT

CISCO Networking Academy - 2014

COE

Fraser Coast Anglican College - 2014

Agile Project Management Fundamentals

Elabor8 - 2020

## References

Mark Collier - People Leader, Telstra - 0407733742

Linda Maynard - People Leader, Telstra - 0408878677

## Experience

NBN SME - Escalation Manager

Telstra Corporation Ltd

2018.04 - Present

- Case manage escalated orders/issues to completion
- Efficiently manage communication with all stakeholders and customers.
- Drive to completion of all orders/enquiries within SLA.
- Upscaling/Facilitation of new processes
- Conduct root cause analysis and work with peers effectively.
- Minimise revenue loss through application and adherence of national process and procedures

NBN SMB/GES QA / Sales Support

Telstra Corporation Ltd

2015.02.23 - 2018.04

- Accurate Quality Assurance of NBN SMB/TEG/GES orders, order validation and extensive knowledge of NBN QA/OB Procedures.
- Extensive research/knowledge in Telstra SMB products and services.
- Strategic development of training material for in team consultants.
- PBVT/UAT and embedding of: *Telstra Air, OneView, Maxim ASTA, FWOW HR platforms.*

Photographer / Website UX Design

Famed Images

2013.04 - Present

- Photography of; weddings, corporate events, live bands, food and beverages and portraits.
- Design of End User/Client delivery.

Producer

YouTube Partner

2012.11 - Present

- Create detailed video tutorials and reviews on products and services.
- Liaise with marketing managers and product designers to improve user experiences.
- Review pre production and in production products from various manufactures.