

# Rosalind J. Eldred

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## EXECUTIVE SUMMARY

A multidisciplinary communications and information technology professional with a proven track record of successful project deliveries and complex fault diagnosis skills. Experienced with physical infrastructure installation, remote software changes, and general system maintenance through to customer liaison, solution design, and sales support.

Outside of professional life Rosalind is a keen outdoorsman, archer, photographer, and technologist - with a particular interest in Linux Server architecting, containerisation technologies, software defined networking, geospatial technologies, C5ISR platforms such as ATAK/WinTAK, and various radio technologies.

## PROFESSIONAL EXPERIENCE

### COMMUNICATIONS ENGINEER, WIRELESS COMMUNICATIONS – FEB 2021 - OCT 2021

*Expanding the responsibilities of previous roles with new found technical challenges:*

- Carried out multiple call centre restructuring projects on 50-100 agent sized groups. Managed design changes, compliance testing, physical cutover of systems and training with users and stakeholders.
- Provided varying degrees of support ranging through Levels 1-2 in a Managed Services context to customers ranging through Desktop Support, Server support, Network Support, Cloud platform support including Microsoft 365/Teams Calling, both direct customer facing on-site and remote.
- Delivered value to internal sales staff with pre-sales and post-sales support including pricing, quotation, product demo facilities and solution qualification on the Avaya IP Office product set.

### FIELD SERVICE TECHNICIAN, WIRELESS COMMUNICATIONS – MAR 2012 - FEB 2021

*A technology generalist with a focus on Voice over IP, Wireless, and IP Networks.*

- Performed installation and maintenance duties on Avaya IP Office PBX solutions including multisite networking and contact centre deployments. Provided training to customers on installation, maintenance and usage of systems. Deployed virtualisation infrastructure to support products and performed troubleshooting on Linux backends. Configured a wide array of network hardware to support Voice over IP applications
- Designed, configured and installed a multitude of Point to Point, Full Mesh, and Access Point topology based Wireless 802.11 networks utilising products in the Cisco/Meraki, Motorola, and Ubiquiti product sets. Utilised software diagnosis tools such as Kismet, Ekahau Site Survey Pro, and Wireshark with Radio Packet Headers and trained other staff on their use to ensure successful deployments and to support customers with solutions acquired elsewhere.
- Assisted with the design, service qualification and implementation of long-haul fixed site LTE links including solar supported remote installations, DC wiring requirements, enclosure assembly, and their ongoing maintenance.
- Performed complex VOIP Diagnosis focused on compatibility testing and troubleshooting vendor and carrier interoperability issues.
- Carried out multiple WAN implementation projects utilising Telstra's MPLS based NEXT-IP Network product suite, including a mixture of customer technologies such Customer Equipment router configuration and installations, and project management/carrier process management.

### TECHNICAL OFFICER, TIE NETWORKS – NOV 2010 - FEB 2012

*A dedicated TDM and IP Voice role with additional forays into Layer 2 Switching.*

- Performed installation and maintenance duties on Avaya IP Office PBX solutions including multisite networking and contact centre deployments.
- Regularly performed programming changes and maintenance on a variety of NEC systems such as the NEC ICS/IVS/IPS medium PBX's, IMX/IPX large PBX's and the IPK, IPK2, SV8100 key systems.
- Configured and performed maintenance on HP Procurve switches including VLAN configuration for Voice applications segregation and routing requirements.
- Provided ongoing Telecommunications support in multiple SA Health sites, diagnosing faults with circuits and commissioning new circuits for customer requirements. Perform callflow changes as required for various users in the SA Health sites.

### TECHNICIAN, APEX COMMUNICATIONS – MAY 2010 - OCT 2010

*Carrier cabling installations and Wireless surveying.*

- Worked as part of a team to conduct installation and modification of DSLAM equipment and wiring assemblies for a variety of carriers in Telstra's Exchange Building Access program across the country.

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- Performed radio surveying of candidate sites for the Coorong leg of the National Broadband Guarantee program, interpreting radio surveying data and satellite geographic data to determine best path for WiMAX and Motorola Canopy point to multi-point customer access technologies, and physical site assessments and practical radio testing of candidate sites.
- Constructed rack assemblies and cabling looms as required for future projects.
- Provided mentoring and training to senior apprentices.

## VOLUNTEER AND OTHER EXPERIENCE

### VOLUNTEER - BATTLEFIELD SA – JUN 2020 - PRESENT

- Worked as part of a diverse team to run public multi-day skirmish events in the South Australian outback whilst complying with all SA Health requirements for Covid 19 and other public safety requirements.
- Managed communications plans, radio use, frequency management, and user training with various civilian band off the shelf technologies including UHF Civilian Band radio, LoRa, and LTE.
- Utilised realtime situational awareness software amongst event staff and vehicle assets to expand traditional communications networks and drastically reduce administrative overhead.
- Assisted with geospatial data collection to produce accurate mapping using GPS technology and ATAK.

### DIRECTOR - SOUTH AUSTRALIAN LASER SKIRMISH ASSOCIATION – JUL 2016 - AUG 2017

- Led a three man team to continue public events as an unincorporated not for profit association after a commercial operator became insolvent.
- Managed finances for the group, ensuring that all expenditures of money were clearly transparent through a public ledger for all asset and service/rental fees, securing third party insurance, and other business requirements.
- Operated a total of seven public events, working with SA Forestry to host the first 36hr long event on the Mount Crawford site, and a further six events over a twelve month period in the Adelaide Hills.

## EDUCATION EXPERIENCE

### MORPHETT VALE HIGH SCHOOL – 2002 - 2003

*Years 8 - 9*

### AUSTRALIAN SCIENCE AND MATHS SCHOOL – 2004 - 2006

*Years 10 - 12*

### PEER TRAINING – 2005 - 2006

*Traineeship, Certificate II Electrotechnology - Trades Assistant*

As part of this traineeship a total of eight four week work placements were undertaken in the broader communications industry, engaging in diverse roles from Junior IT Support, Structured cabling, Radio equipment installation. As a part of this traineeship a Certificate II in Electrotechnology and an ACMA Open Cablers Registration were earned.

### PEER TRAINING – 2007 - 2010

*Apprenticeship, Certificate III Electrotechnology - Tradesman*

Building on the license of trade already acquired from the previous traineeship, this apprenticeship featured yet more diverse roles at various businesses in South Australia where leading other apprentices and trade assistants featured heavily as well as working solo to deliver outcomes unsupported. Opportunities were found to pursue work beyond structured cabling, working in highly technical fields such as TDM and IP Voice, IP Networking and radio communications. A Certificate III in Electrotechnology and the title of Tradesman was earned at the conclusion of this apprenticeship.

## CERTIFICATIONS AND AWARDS

- Certificate II Electrotechnology.
- Certificate III Electrotechnology.
- Finalist, 2009 NECA Apprentice of the Year.
- Current DCSI Clearance (Exp. 2026)
- ACMA Open Cablers Registration (Exp. 2024)
- Construction Induction: White Card.