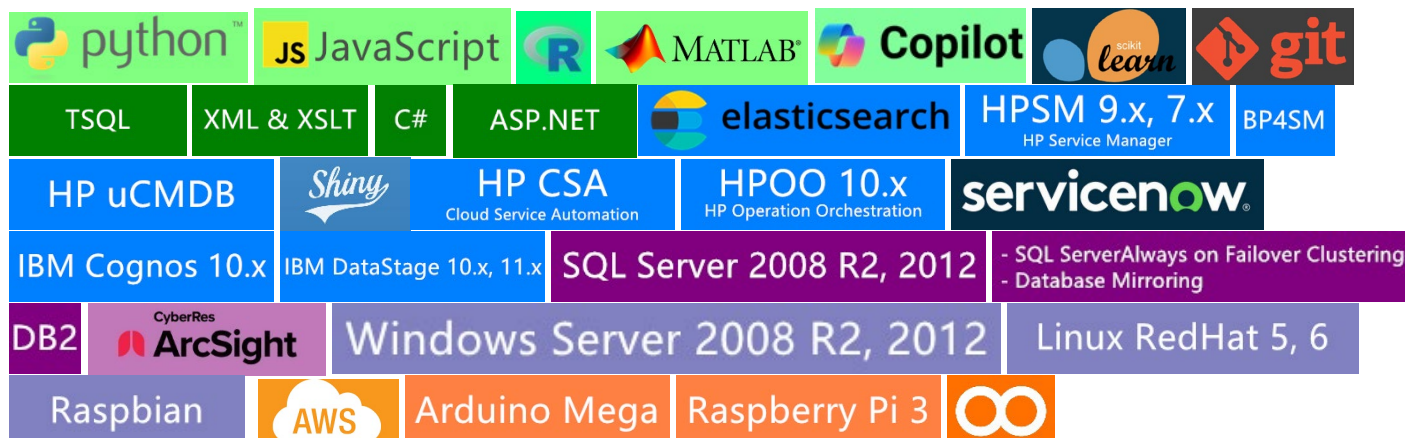# Chen Chen

Lead Data Consultant, Manager Technical Specialist at Bardach Consulting

Member of IT Service Management Forum Australia (ITSMf)
Currently holding Security Clearance

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Certification & Training

CyberRes-ArcSight Certified Presales Engineer
2022 | Micro Focus

Micro-Certification – Predictive Intelligence
2023 | ServiceNow

Micro-Certification – Integration Hub
2023 | ServiceNow

Micro-Certification – Performance Analytics
2023 | ServiceNow

Micro-Certification – Flow Designer
2023 | ServiceNow

ITOM-CMS Certified Customer Success Specialist
2022 | Micro Focus

ITOM-CMS Certified Presales Engineer
2022 | Micro Focus

The Complete ServiceNow Developer Course
2022 | Udemy

The Complete ServiceNow System Administrator Course
2022 | Udemy

Foundation of DevOps
2020 | SoftEd

Python for Engineers
2018 | Python Charmers

Querying Microsoft SQL Server 2012
2013 | Microsoft - 10774

Administering Microsoft SQL Server 2012 Databases
2013 | Microsoft - 10775

Implementing a Data Warehouse with Microsoft SQL Server
2014 | Microsoft - 20463

HP ATP Cloud Service Automation CSA 4.x
2015 | Hewlett Packard Enterprise

ITIL V3 Foundation Certificate in ITSM

Core Competencies

- Federal ITSM Process
- ICT Solution Architecture
- Data analysis
- Root cause analysis
- Results orientation
- Positive Attitude

Professional Summary

I have over 15 years' experience in Federal Government, developed and managed goals, objectives, process, and deliverables for multiple high-profile projects, coordinated between stakeholders and different teams involved make sure all interests are taken into consideration. Not only in tech but in collaboration.

Achievements & Recognitions

- Python code for Sentiment Analysis of Stocktwits developed for ANU Finance researchers, the code been used in 4 academic papers published to top 6 accounting journal, and I have been recognized and acknowledged in the papers.
- Micro Focus FY22 Q1 Professional Service Recognition Program Winner
- Micro Focus Recognition of DAWE project which has successfully implemented SNOW to SM9 migration in 2022.
- Micro Focus Recognition for ESM Project on Log parsers creation in a short period of time.
- Telstra Excellence Award FY19.
- Telstra Group Executive Award FY19.
- Full score (5/5) in Telstra Annual Performance review for 3 Years.
- Developed Python Libraries for Telstra Next Gen SDN project DIN for SM9 to communicate with Ansible on AWS environment.
- HPE recognition for efforts and professionalism that doubled the Services Footprint within the ALU (Nokia) Account for Software Service. Enabled training opportunities and increased number of consultants on project.
- Recognition for number of Important Telstra JP2047 Projects, including E137, TS19, GSUR etc.
- Received more than 83 Telstra Appreciation (Recognitions) in 3 Years.
- University of Canberra Dean's Excellence Award 2019, 2021
- Fujitsu Star reward

2014 | AXELOS Global Best Practice **Agile Scrum Master** 2017 | Fujitsu **HP Service Manager 9.x Advanced** 2015 | Hewlett Packard Enterprise **HP UCMDB 10.x Administration** 2015 | Hewlett Packard Enterprise **SM-uCMDB Integration** 2015 | Hewlett Packard Enterprise	**Education** **Master of Data Science, AI and Computational Modelling** 2024 | University of Canberra **Bachelor of Information Technology** 2008 | University of Canberra **Diploma of Computer management Information** 2003 | Nanjing University of Aeronautics and Astronautics

Technical Skills:

python | JS JavaScript | R | MATLAB | Copilot | scikit learn | git

TSQL | XML & XSLT | C# | ASP.NET | elasticsearch | HPSM 9.x, 7.x HP Service Manager | BP4SM

HP uCMDB | Shiny | HP CSA Cloud Service Automation | HPOO 10.x HP Operation Orchestration | servicenow

IBM Cognos 10.x | IBM DataStage 10.x, 11.x | SQL Server 2008 R2, 2012 | - SQL ServerAlways on Failover Clustering
- Database Mirroring

DB2 | CyberRes ArcSight | Windows Server 2008 R2, 2012 | Linux RedHat 5, 6

Raspbian | AWS | Arduino Mega | Raspberry Pi 3 | ∞

WORK EXPERIENCE:

Manager Technical Specialist & Lead Data Consultant (Oct 2023 – Current)
Bardach Consulting
- Successfully completed a high-profile federal government data migration project, consolidating and migrating legacy systems and documents.
- Contributed extensively to the development of a Django-based solution for a government agency's digital record management system, focusing on API development, UI design, and the implementation of various core functionalities that enabled the seamless migration and integration of legacy systems and documents into a centralized digital platform.
- Developed and contributed to a sentiment analysis project in the agency's AI Lab, training models such as Naive Bayes and RoBERTa to enrich conversation data with sentiment analysis, enabling visualization of sentiment trends and anomaly detection.
- Supported multiple successful releases of new features and API integrations, enhancing the overall functionality and user experience of the system
- Assisted the Bardach Consulting in getting on the panel for software engineering, software development, machine learning, and AI services.
- Automated legacy Excel-based processes for another government project, significantly improving accuracy and reducing manual work, with further potential projects under review based on this success.

Skills applied: Python, JavaScript, Django, Splunk, ETL, Machine Learning, NLP, AI, Deep Learning.

Senior Consultant / Tech Lead (Apr 2023 – Oct 2023)
Telstra Purple (Epicon)
- Led a major project to migrate old HP Service Manager (HPSM) to ServiceNow.
- Leveraged in-depth knowledge of HPSM, especially the Defence ITSM systems, from initial implementation of DSDP to latest version of DSMS.
- Delivered the first uplift of an external integration interface, which was reviewed, accepted, and received positive feedback.

- Initiated the onboarding process for the new integration interfaces.
- Led and completed multiple designs, particularly for external interfaces.
- Provided extensive guidelines for internal interfaces.
- Secured approval for four applications on the Defence approved software list.
- Guided the DAFF project and resolved complex ITSM system issues.

Skills applied: ServiceNow, JavaScript, Python, Splunk, Service Manager 9.x.

Solution Architect (Nov 2021 – Apr 2023)

Micro Focus Australia Limited

- Winner for Q1 FY22 Professional Service Recognition Program
- Micro Focus Manager-Employee recognition for DAWE Project, which has successfully consolidated ITSM system from SNOW to SM9 for Department of Agriculture, Water, Environment and AAD.
- Setup AWS environment for Fortify project POC, Fortify is Machine learning enabled application that support Software Security Assurance.
- Created multiple log parsers and log flatteners, which transformed numerous logs with different format into standard Schema and flattened into CEF format, enabled ArcSight to consume the logs for content creations, generated useful dashboards, reports that provided insights for Insider threats.
- Created SOAR automation for ArcSight daily health check
- Created numerous of ArcSight Security dashboard for Insider treats, SOAR tickets etc. provided Security Analysts with holistic view from different data resources, provided better insights of events.
- Resolved long-standing complex problem in Application and Database performance for Nokia/Optus project
- Resolved long-standing problem in Application Smart Search Indexing for DAWE project
- Developed and setup AWS environment for DAWE project Dev environment, allows local and Offshore resources to work together on project deliverables
- Developed, prepared milestone packages in short period time for DAWE ITSM Project, ensured the deliverables are met in agreed timeline.
- Developed Python script for migrate different type of documents.

Skills applied: Python, JavaScript, TSQL, Service Manager 9.x, AWS EC2, Stroom, XLSTs, VMware, RHEL 7, SQL Server 2012, 2016, ArcSight SOAR, Elasticsearch, Apache Kafka, Apache NiFi, Rsyslog.

Technical Lead & LOB SRE Lead / Senior IT Domain Specialist (Oct 2017 – Nov 2021)

Telstra Corporation Limited

- Full score (5/5) in Telstra Annual Performance review FY18, FY20, FY21.
- Telstra Excellence Award FY19
- Telstra GE Award FY19
- Received highest number of Telstra Appreciates in the team (83 Internal Recognitions over 3 years).
- Selected into Telstra G&E Next gen leadership program and underwent Business Skills training.
- Developed Auto-Fixes in DataStage and Service Manager, with Python and JavaScript, improved daily operation effectiveness and helped project passed number of milestone demo and testing.
- Automate daily check, reduced daily check for reporting and SM stream from half day to half hour.
- Further improve the daily check by providing Live Splunk dashboard base on mcadmin forwarded system states, this has prevented number of major incidents.
- Developed Python Libraries for Telstra Next Gen SDN project DIN for SM9 to communicate with Ansible on AWS environment, which allows automatic provision of network functions from Service Tickets.

Skills applied: Service Manager 9.x, uCMDB 10.x, SQL server 2008R2, TSQL, Python, JavaScript, Splunk, DataStage, Cognos, DB2. RHEL 5,6, Splunk.

Python Developer for ANU Finance researchers (Part time) (May 2019 – June 2019)

ANU

- Developed Python Sentiment Analysis solution for StockTwits.

Skills applied: Python, Natural Language Processing (NLP), Sentiment Analysis, Machine Learning Algorithms (SVM, Naïve Bayes)

Senior Application Specialist (June 2016 – Oct 2017)

Fujitsu Australia Limited
- Created the Release process for Continue Service Improvements and Defect remediation.
- Completed 9 Releases in 7 months, including:
  1. Developed 32 solutions to fulfil CSI requirements.
  2. Developed 24 bug fixes for Problems and Complex Incidents.
- Standardized the documents and created process for document handling in the team.
- Developed Admin tool that enabled assurance team able to perform complex fixes, improved efficiency of BAU tasks.
- Reviewed and updated the Database Refresh process
- Provided timely, specialist advice to multiple Major incidents and been the main person resolved major incidents within SLA.
- Created common error reference guide that improved troubleshooting efficiency of support team.
- Took on support for Web Service Event Handler in short period of time, created procedure for daily health check, built up common error reference base, resolved number of WSEH related incidents, which has reduced Negative Ack from average 400/day to 50 /day

Technical Consultant (May 2015 – June 2016)

Hewlett-Packard Enterprise (HPE)

Defence project: *(August 2015 - Current) – On site support for ALU (Nokia)/Telstra SM stream, CM stream, Production*
- I have received HPE recognition for efforts and professionalism that doubled the Services Footprint within the ALU (Nokia) Account for Software Service.

DHS Project: *(May 2015 – August 2015) - On site support for DHS ITSM Admin team and Configuration Management team*

Completed 51 tasks, including:
- 18 Customizations (New function) in BP4SM (2 TSQL solutions)
- 33 Improvements/Fixes
- Received highest number of positive feedbacks from client and management.

OSS Technical Consultant (March 2015 – May 2015)

Alcatel-Lucent Australia
- Configured and maintained Six 2 node SQL clusters
- Setup and maintained SQL Mirroring for 3 SQL clusters
- Applied hardening for all SQL clusters
- Fixed 36 SM9 SQL server related defects
- Applied SP2, SP3 package installation on all clusters and 4 standalone SQL servers.
- Created DR and IR plan
- Supported SQL server related incidents, applied IR plan during incidents, and updated DR and IR plan accordingly.
- Created SQL server environment documents.
- Created maintenance plan and related maintenance scripts.

Application and Database Administrator (April 2013 – March 2015)

Fujitsu Australia Limited
- I have successfully deployed more than 20 DSDP2/SM9 changes/releases including database refresh tasks.
- I have identified number of problems and provided suggestions and assistance in resolving the problems.
- I have responded to number of major incidents and been the main person to fix the major incidents within the required supporting timeframe.

- I have created a web versioned internal knowledge base for the DSDP2/SM9 support team, including the 22 Knowledge Articles.
- I have received highest number of positive feedbacks from clients and management.

National Desktop Support Analyst (June 2012 – April 2013)
Fujitsu Australia Limited
- I have received the Fujitsu Star reward.

Financial System Incident Management Analyst (April 2012 – June 2012)
Fujitsu Australia Limited
- I have created Web versioned financial support team internal knowledge base, including number of Knowledge Articles. The knowledge base later became official KM base for Financial support team.

Incident Management Analyst (August 2011 – April 2012)
Fujitsu Australia Limited

Office and MIS System Administrator/Technical Support Specialist (2008-2011)
NSK Training Choice Canberra Office

PROFESSIONAL AFFILIATIONS:
- Member of IT Service Management Forum Australia (ITSMf)
- Member of Australian Computer Society (ACS)
- Appointed President of Martial Arts Club in 2003 at Nanjing University of Aeronautics and Astronautics

REFEREES:
Reference available on request