

# Resume

## Lawrence Ward

20/36 Kensington Road  
South Yarra  
(03) 9804 8716  
0411511765  
lawrence11@netspace.net.au

### **Education**

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2010-Now Academy of Interactive Entertainment, Adv. Dip of Professional Game Dev.  
2008-2009 Academy of Interactive Entertainment, Certificate IV in IT (Programming)  
2006-2007 RMIT Business Tafe, Certificate 3 in IT  
2003-2007 Sacred Heart College Kyneton

### **Educational Achievements**

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2006 Award for Excellence in Information Technology, Sacred Heart  
2006 Credit, Australian Schools Science Competition  
2005 Credit, Australian Schools Science Competition

### **Training**

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2009 EMC<sup>2</sup> - Infra Customer Portal Customization training  
2009 EMC<sup>2</sup> - Infra Screen Designer training  
2009 St John - Senior First AID certificate

## **Work History**

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October 2010 – Current

**Twitich - Melbourne**  
***Game Programmer***

- Development work on projects gameplay and tech code.
- Working within a short project deadline and developing game concepts.
- Working in a small team with artists and programmers

February 2010 – August 2010

**Victorian Department of Health - HealthSMART**  
***Infra Systems Administrator/Developer***

- Developing and customising the application to suit departments needs and provide better functionality for the clients via the Portal
- Resolving and tracking bugs in the application
- Technologies worked with: JavaScript, SQL, Oracle and HTML

August 2009 – February 2010

**Victorian Department of Health - HealthSMART**  
***IT Support Level 2 – Health Agencies across state***

- Working within a defined client SLA's
- Provide support for applications, external WAN Infrastructure and data centres
- Working with external vendors
- Job logging and administration via Infra Enterprise
- Additional tasks include management of Active Directory and Infra customer portal redesign project

January 2009 – July 2009

**NSW Department of Environment and Climate Change**

***IT Support Level 1 and 2 - 4000 users***

- Phone and email support (40 – 60 phone calls per day)
- Understanding of processes in place and development of new processes to suit needs of department
- Job logging and reporting via Infra Enterprise
- Troubleshooting network outages and connection issues
- Experience with Active Directory, Including Scripting to update/read data
- Experience with SMS support and remote tools
- Experience with Citrix Streaming apps tools and support

- Support of Lotus Notes system in place to update intranet
- Additional tasks include, Image creation and setup for Apple OSX, working in a second Level Desktops position assisting with workload and issues

July 2007 – December 2008

**Monash Arts Faculty**

***IT Support Level 1 and 2 - 400 users***

- Assisted faculty staff with IT issues and requests made by phone, email and face-to-face
- Second level hardware, printer and software support and troubleshooting, including external vendor support over two campuses
- Training in setup and support for deployment of Lotus Notes
- Support of Lotus Notes in a Domino server environment
- Job logging and client solution via HEAT
- Additional Tasks include, Requested to run a formal Lecture to teach staff about the use of digital audio and music library, Replacement of PC's expiring lease period

June 2006 – July 2007

**RMIT IT Tech Support (Victec)**

***IT Support Level 2 - Traineeship***

- Desktop 2<sup>nd</sup> level support role resolving issues forwarded and escalated to us by the helpdesk
- Familiarities with Novel and Windows Networks
- Troubleshooting of Hardware and Software issues
- Self Management of jobs and tasks
- Experience supporting new Hardware and Software

**Voluntary Work**

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February – April 2004

**Windaroo Herbs and Printery**

*Community Service Placement*

**Assisting with Tasks**

- Performing store tasks
- Assisting people with special needs

**Computer Skills**

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Programming Language Knowledge:

- C++
- C#
- C
- JavaScript
- HTML
- VBS
- AS2

Middleware Knowledge:

- FMOD

- DirectX 9/10
- GameBryo
- Raknet
- PhysX
- XNA
- OpenMP
- OpenGL
- Box2D

## References

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References Available Upon Request