

**Tim Knapp**  
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Nationality: New Zealand and British Citizen  
Born: 08 August 1976

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## EXPERIENCE

### **BCMPweb Limited**

**New Zealand**

9 Lawrence Crescent  
Manurewa  
Auckland  
Phone: +64 9 267 4676  
Fax: 05282 9 267 4676

*February 2007 – Present: Contracted Plone Developer*

- Created Plone products using Poseidon/ArgoUML and ArchGenXML.
- Worked on a large Plone loyalty/reward programme site that stored/retrieved its data from MySQL.
- Implemented Plone site designs.

*February 2007 – Present: Systems Administrator*

- Maintained Mail (Exim), Web (PHP and Zope), MySQL, DNS, and Xen servers.

### **Kiwilink Internet Services Limited**

**New Zealand**

PO Box 163028  
Lynfield 1443  
Auckland  
Phone: +64 9 920 0222  
Fax: +64 9 626 0902

*October 2006 – Present: Linux Consultant*

- Provided recommendations regarding server implementation and architecture.
- Migrated 6 physical OpenBSD/Debian servers (running Web/DNS/Mail/RADIUS/MySQL) to Xen Virtual Private Servers.
- Implemented a control panel application (DTC) to manage the day-to-day operations of the ISP.

### **Endev Software Limited**

**New Zealand**

Level 4 - Carat Building  
155 The Strand  
Parnell  
Auckland  
Phone: +64 9 374 1628  
Fax: +64 9 374 1625

*November 2006 – February 2007: Contracted Plone Developer*

- Helped develop a large Plone E-Commerce website for a group of retail stores.
- Provided training and consultancy services to inhouse Plone developers.

### **Zest Software**

**Netherlands**

Klompemakerstraat 39c  
3194 DD Hoogvliet  
Phone: +31 10 2959251  
Fax: +31 10 4166634

*December 2006: Contracted Plone Developer*

- Implemented Plone website designs and user-interface specific code.

**3months.com Limited**

**New Zealand**

Level 1, Saatchi & Saatchi House  
101-103 Courtenay Place  
Wellington  
Phone: +64 4 498 3478  
Fax: +64 4 381 2894

*November 2006 – February 2007: Contracted Plone Developer*

- Developed Plone websites for the New Zealand Treasury, the National Library, and an intranet for CentrePort Wellington.
- Provided training and consultancy services to inhouse Plone developers and clients.

**Adept Secretarial and Training Services Limited**

**New Zealand**

1<sup>st</sup> Floor, 285 Cashel Street  
Christchurch  
Phone: +64 3 366 9671  
Fax: +64 3 366 7741

*May 2006 – October 2006: IT Administrator*

- Supported 100+ computers.
- Also provided IT support for the digital transcription software and associated computer hardware used by the New Zealand Environment Court.
- Managed the IT department, which included logging and actioning IT support requests, acquiring IT hardware/software, and assigning tasks to IT staff and providing training and documentation for these staff.
- Maintained and administered servers running:  
Microsoft Small Business Server 2003, Apache, Samba, Firewall Software (Monowall), Asset Management/Software Deployment Software (OCS NG). Used SNMP monitoring software to monitor the status of the network devices.
- Setup and maintained wired/wireless network, including Cisco router.

**TheVirtual Limited**

**New Zealand**

PO Box 4260  
Christchurch  
Phone/Fax: +64 3 980 6213

*April 2004 – May 2006: Contracted Plone Developer*

- Implementation of website designs (skinning).
- Development of customised Archetype products.
- Maintenance and administration of Zope/Plone sites.
- ZPT development.
- Project management.

Implemented project management procedures. Implemented successful marketing strategy for one of TheVirtual Limited's products. Also helped TheVirtual Limited to do a management and strategy course.

*April 2004 – May 2006: Systems Engineer*

- Performed troubleshooting tasks on client computers.
- Maintained and administered Linux servers running:  
Apache, OpenLDAP, Samba, Firewall software (Monowall), BIND, SSL, Mailing Systems (Qmail, Postfix, CourierIMAP, Cyrus), Antivirus/Antispam software (ClamAV, Spamassassin).
- Setup and maintained wired/wireless networks.

**Manpower Services (Australia) Pty Limited**

**Australia**

Level 3, 34 Hunter Street  
 Sydney NSW 2000  
 Auckland  
 Phone: +61 2 9246 8972  
 Fax: +61 2 9232 5966

*April 2003 - July 2003: Contracted Systems Engineer*

- Performed audit on all IT hardware in Christchurch, New Zealand and produced site diagrams.
- Upgraded all computers in Christchurch to Windows 2000.

**Convergence Limited**

**New Zealand**

PO Box 128199  
 Remuera  
 Auckland  
 Phone: +64 9 525 2611  
 Fax: +64 9 525 0873

*September 2001 - November 2002: Systems/Software Engineer*

- Lead Analyst role as a Lotus Notes developer and/or administrator.
  - Ad-hoc support for clients, and at times managed the Support Department.
- Projects involved developing web applications (using XHTML, CSS, JavaScript), workflow/collaborative systems, and also Lotus Notes administration.

**Emerge Technology**

**New Zealand**

257c Main South Road  
 Wigram  
 Christchurch  
 Phone/Fax: +64 3 349 9997

*March 2001 – August 2001: Contracted Systems Engineer*

- IT Consultancy for small businesses.
- Performed troubleshooting tasks on client computers.
- Hardware/software sales.

**GAB Robins New Zealand Limited**

**New Zealand**

PO Box 335  
 Auckland Central  
 Auckland  
 Phone: +64 9 520 2222  
 Fax: +64 9 520 0001

*July 1998 – August 2001: Systems Administrator, Helpdesk Technician*

- Network administration, system roll-outs, user/IT staff training, IT procurement.
  - Helpdesk phone support and computer troubleshooting.
  - Lotus Notes development and VBScript programming.
- Managed the day-to-day operations of the IT department (user-base of about 200) and resolved the highly technical problems. Developed a complete helpdesk system in Lotus Notes.

**InfoLink Group Limited**

**New Zealand**

PO Box 7570  
 Wellesley Street  
 Auckland  
 Phone: +64 9 969 2188  
 Fax: +64 9 912 2202

*April 1998 – June 1998: Helpdesk Technician*

- Technical phone support for various products (Corel applications, Epson printers, various productivity applications and games, etc).

- Customer site visits to fix miscellaneous technical issues.

**TCT Systems Limited**

**New Zealand**

*April 1997 – April 1998: Technical Services Engineer*

- Building, programming and supporting PC-based voice and call processing systems, both in standalone and LAN based configurations.
- Training end users and system administrators in all facets of the installed system.

Was also responsible for product management and support of the RightFAX Server-based fax system.

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## QUALIFICATIONS

- 2003 Microsoft Certified Systems Administrator
- 1997 Advanced Certificate in Business Computing, Auckland University of Technology
- 1996 National Certificate in Business Computing, Auckland University of Technology

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## TECHNICAL SKILLS

### CORE LANGUAGES

- Plone/Zope/Python
- LotusScript, Notes Formula Language
- JavaScript

### CORE WEB TECHNOLOGIES

- XHTML
- CSS

### OPERATING SYSTEMS

- Linux (Debian/Ubuntu, OpenBSD)
- Microsoft Windows (Windows 9x/NT4/ME/2000/XP/Terminal Server/2003)

### DEVELOPER TOOLS

- Version Control (CVS, SVN)
- Code Generation (ArchGenXML)
- Project Management/Bug Tracking (Extreme Management tool, PloneIssueCollectorNG, Trac)
- Software Localisation/Translation (Kbabel - gettext PO-file editor)
- Unit/Functional Testing (PloneTestCase, Selenium)
- UML Editors (ArgoUML, Poseidon)
- Eclipse

### EMAIL SERVERS

- Qmail
- Postfix
- IMAP (CourierIMAP)

### PLATFORMS

- Apache (1.3.x/2.x)
- Lotus Domino
- Samba
- MySQL (4.x/5.x)

### DESIGN TOOLS

- Image editing (including Gimp, Photoshop)

### OTHER SKILLS

- Technical Documentation
- Software Support
- System Administration

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## VARIOUS

### LANGUAGES

- Native English speaker
- Good speaker of Japanese, currently learning Mandarin Chinese
- Married, no children.

