

## **Resume - John Taylor**

### **Career Summary.**

Specialist in Fire Protection. Competent in design, installation, faultfinding & rectification, sales & account management, customer service, operations management, technical support & training. Equally comfortable negotiating with international executives or on-site resolving technical problems with blue-collar workers.

### **Technical Training.**

- Tyco MX1 systems design & programming – Tyco Safety Products, Sydney (2009)
- Edwards Fireworks Graphics Systems (fire & security) - GE, Singapore (2008).
- Edwards EST3 Fire & Security System design & programming – GE, Melbourne (2008).
- Monitair aspirating detection products – Siemens, Melbourne (2007).
- FS20 Trainer - design, programming & market customization – Siemens, Zug Switzerland (2007).
- Danger Management Systems sales training – Siemens, Bangkok Thailand (2007).
- AlgoRex fire alarm system design & programming – Siemens, Zug Switzerland (2006).
- Wagner aspirating detection products – Wagner, Melbourne (2005).
- Danger Management Systems – Siemens (Cerberus), Zurich Switzerland (2005).
- Certificate II Telecommunications Restricted Cabling – AEITC, Sydney (2003)
- QE90 EWIS - Vigilant, Christchurch NZ (2002).
- Deliver Training & Train Small Groups - AIM, Sydney (2002).
- Train the Trainer - AIM, Sydney (2002).
- Time Management – AIM, Sydney (2001).
- Graphical control systems - Simplex, Boston USA (1997).
- Network fire systems - Simplex, Boston USA (1997).
- VESDA aspirating detection products – Vision Systems & Simplex, Sydney (1996).
- Fire Alarm programming - Simplex International, Sydney (1994).

### **Skills Summary.**

#### **People:**

Customer relations, team building, negotiation, employee engagement, conflict resolution & change management.

#### **Technical:**

Manufacturing, design, estimating, applications engineering, training, production management, technical support, product management, programming, sales & business management, systems integration, service management, process improvement and strong organizational skills.

#### **Software:**

Microsoft Office (advanced MS Excel). MS Project. Pronto, Simpro, several CAD packages, several Graphics packages. Most makes & models of fire panel programming software.

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### Employment History.

Employer: Prosys Safety Services

Title: Fire Services Engineer.

Start: March 2015

End: N/A

Key responsibilities include Estimating, Tender Submissions, Project Design, Project Management, Sales Support, Service Support & Industry Code Compliance.

Employer: MDL Asset Services

Title: Service Manager.

Start: March 2013

End: April 2015

Full financial, operational & technical management of the business.

Significant achievements (to date):

- Made business profitable through improved processes & developing accurate estimating tools.
- Improved customer satisfaction through improved communications & reduced response times.
- Increased technical capabilities of the field service team.
- Expanded business to include installations, both retrofits & new projects.
- Gained new clients through recommendations from existing clients.

Employer: N/A

Title: N/A.

Start: June 2012

End: January 2013

Worked with my father to close down his engineering business to enable him to retire. This involved the completion of outstanding orders, debt collection & finally selling equipment.

Employer: Infinity Fire Protection

Title: Manager–Detection & electrical.

Start: September 2011

End: April 2012

Responsible for 8 electricians/technicians, 2 apprentices, 1 service co-ordinator, 1 estimator/project manager & 1 admin assistant. Also worked “on the tools” when needed.

Significant achievements:

- Restructured & improved efficiency.
- Reduced multi-visit defect resolutions by >30%.
- Decreased lead times (minor works) from 4/5 weeks to 2/3 weeks.
- Developed quoting tools – typical large quote estimated in 3-4 hrs (was 2 to 3 days).
- Improved team skills, productivity & motivation.
- Trained Sprinkler Fitters on basic electronics & how to connect monitoring & control devices.

Employer: Self.

Start: April 2010

End: August 2011

Delivering a range of services to the fire protection industry, including:

- Consulting - fire system design & engineering of Fire Alarm Networks.
- Fire Alarm panels & graphics systems programming (most makes/models).
- Produced training materials & delivered training.
- Systems Integration - feasibility & design.
- Created technical manual – Fire Alarm System Programming.

Employer: Products Group – Tyco Fire.

Title: National Technical Support Manager.

Start: August 2009.

End: April 2010

Responsibilities:

- Management of all Technical Services & products within the group, covering Fire & EWIS, Master Clock Systems, Time Recorders, Payroll & Attendance Solutions.
- Supervising 8 Systems Engineers (fire), 8 Technical Representatives (T&A) & 1 Storeman.
- Identify operational weaknesses within the group & developing solutions.
- Acting GM when GM was unavailable or on leave.
- EH&S responsibility for the group.

Significant achievements:

- Improved workflow & interactions between Sales, Customer Service & Tech Support.
- Greatly reduced spare parts ordering workload for sales. (NSW pilot program).
- Decreased response times by 25%.
- Produced training materials & delivered technical training to customer service operators.
- Produced & delivered sales training to Systems Engineers (NSW pilot program).

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Employer: GE Security.

Title: Lead Applications Engineer.

Start: April 2008.

End: July 2009

Responsibilities:

- Sales & Engineering - from creating & delivering presentations to prospects through to organizing Installation documentation, site inspections, preparing quotations & negotiating pricing.
- Systems & graphics programming, technical training on site or customer's premises.
- Sales responsibility for NSW/ACT, QLD, NT & NZ.

Significant achievements:

- Introduced compliant, standardised AS1668.1 fan control programming & examples.
- Worked with newest customer to become No. 2 in ANZ by sales value within 6 months.

Employer: Siemens

Title: Product Manager – Fire AU & NZ

Start: Dec 2004

End: April 2008

Responsibilities:

Full technical, sales & marketing responsibility for Siemens Fire & Danger Management/Security product ranges in Australia & NZ.

Significant achievements:

- Changed product line from legacy support/spare parts sales to new project use.
- Boosted product sales by 140% in BY05, 15% in BY06 & 17% in BY07 (with increased GM each year).
- Re-priced product range & produced quoting tools for partners.
- Set & adjusted stock levels to maximize inventory turnover.
- Developed prospective partner evaluation process.
- Meetings & presentations with partners to prospective end users & specifiers.
- Provided on site fire system replacement design assistance.
- "Australianised" Manuals, Brochures, Data Sheets & Application Notes.
- New product evaluations - detection & suppression systems.
- New product releases.
- Old product end of life wind down & alternatives support.
- Product improvement & change proposals to Siemens H.O. business units.
- Designed AS1668 Fan Control Display Modules.
- Enabled CS11 series products (Panels & Cards) to be CSIRO listed to AS7240 (afp 2128)
- Negotiated Siemens H.O. to release next generation products to Australia before most of Europe.

Employer: Self

Start: Feb 2004

End: Dec 2004

Delivering a range of services to the fire protection industry, including:

- Providing contract fire system design & estimating (electrical).
- IT/PC & Fire Tech Support: on site & phone support.
- Produced Manuals, Brochures, Data Sheets & Application Notes.
- Delivered technical training to employees of several companies.
- On-site faultfinding & repair.

Employer: Life Safety Innovations

Title: Technical Manager

Start: Jan 2003

End: Feb 2004

Responsibilities:

- Service Management: Developed & implemented procedures, inspected buildings for fire safety compliance, corrected client misunderstandings, work scheduling & parts ordering.
- Sales: Produced drawings & presentations for potential clients, designing detection, evacuation and suppression systems, managed clients.
- Instructor/Lecturer: Creation & delivery of training to other fire protection companies.
- Recruitment and training of staff and ongoing evaluation of same.
- Produced CAD drawings.
- Defined specifications for bought-in products.

Employer: Simplex Australia (later Tyco)

Start: Nov 1987

End: Dec 2002.

Titles:

National Technical Support Manager,  
Production Manager,  
Technical Support Supervisor NSW,

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Production Supervisor,  
Production Technician

Responsibilities:

- Technical Support Management.
- Sales Support.
- Technical Writing/Editing.
- Coordinated problem resolution on large projects.
- Training program design & course development:
- Training of sales, design, service and installation staff.
- Production Management.
- Designed various cabinets, mountings, assemblies, cards & modules.
- On-site support for Simplex Technicians – Australia wide.
- Designed & Developed Simplex 4100 network EWIS system (ActivFire: afp 1174).
- Component level PCB repair.
- Final testing of products before shipment.
- Transferred production operations to Christchurch NZ after Simplex was acquired by Tyco