



## LOTUS COLLABORATION AND PORTAL TECHNICAL UNIVERSITY SPEAKER PANEL

### **Frank Altenburg (Germany)**

*Senior Field Support Engineer, IBM Software Group*

Frank Altenburg is an Accredited Senior Field Support Engineer in the Lotus Premium Support organisation in Germany. Frank has over 10 years experience supporting Lotus products predominately on customer sites. He has a high level of skills in Domino Administration, Messaging, Migration, Clustering, IBM Lotus Quickr and IBM Lotus Workplace.

For over 7 years Frank has specialised his skills in IBM Lotus Sametime Products - Server, Gateway, EMS, Advanced, Administration and Architecture Design. As a leader of the European IBM Lotus Sametime Community, Frank is an evangelist for the IBM Lotus Sametime business and has presented at Lotusphere 2008 and the EMEA ISSL Symposium 2007 & 2008.

### **Peter Argent**

*Software Consultant, IBM Software Services*

Peter Argent is a software consultant for IBM Software Services. He specialises in IBM Lotus Forms, IBM Lotus Web Content Management and IBM Lotus Mashups. Prior to his current role, Peter worked within IBM's Lotus division for 3 years as a technical presales consultant. Peter has developed forms for many large organisations including major banks, insurance companies and government agencies.

### **Sanjoy Banik**

*Technical Specialist, IBM Software Services*

Sanjoy Banik is IBM WebSphere Portal Technical Specialist. Before joining IBM, he worked with Gen-i Limited in New Zealand as a Principal Architect. He has five years of experience in electrical and electronics engineering, including the electro-medical sector, and 17 years of experience in I/T fields, including teaching computer science. He holds a Master's degree in Computer Science from University of Auckland and a Bachelor's degree in Electrical and Electronics Engineering from Bangladesh Institute of Technology.

Sanjoy's expertise includes Technical Sales, Solutions Architecture and Development, Training, Mentoring, Technical Team Leadership in e-business, Business integration and portal solutions. Sanjoy is also co-author of 12 ITSO Redbooks and Solution Builder Express Offerings

### **Joey Bernal (United States)**

*Executive IT Specialist, IBM Software Services*

Joey Bernal is Executive IT Specialist with IBM Software Services for Lotus. Senior Certified with IBM as an IT Specialist, he has an extensive background in designing and developing portal and Web and Portal Applications. He leads IBM teams that have assisted dozens of clients in leveraging WebSphere Portal to address architecture, design, and implementation challenges. A frequent speaker on WebSphere and portal topics, Bernal is co-author of *Programming Portlet*, and hosts the developerWorks blog: *WebSphere Portal in Action*. Prior to joining IBM, has served as lead technical advisor and architect for high-profile Internet and intranet applications at several Fortune 500 companies. You can visit his website at [www.bernal.net](http://www.bernal.net)

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### **Bill Chan**

*Senior Managing Consultant, IBM Software Services*

Bill Chan is a Senior Consultant with IBM Software Services and specialises in Information Management, Host Transformation, IBM WebSphere and Portal technologies. He has spent the past seven years working for IBM in the Information Management and WebSphere technology areas and has assisted customers in designing and implementing content management and IBM WebSphere Portal based solutions. Prior to working for IBM, Bill worked as a database consultant for Informix.

### **Henri Christiaan**

*Asia Pacific Technical Support, IBM Software Group*

Henri is an Information Technology Specialist with 17 years of experience in the computer industry emphasising on enterprise mobility for the last 6 years. He is involved closely in designing and implementing various aspects of IBM's enterprise mobility middleware for major companies in Asia Pacific. These include various major telecom providers and banks.

Henri also has experience in working on networking software development, networking technologies, as well as teaching mobile technology, networking and programming courses. Currently Henri works as Asia Pacific's Lotus ATS for Enterprise Mobility and Client Technology.

### **Nigel R. Davies**

*Premium Support Manager, IBM Software Services*

Nigel is a Lotus Premium Support Manager currently providing support to multinational customers involved in outsourcing. A key function of this role is to provide technical support at critical times and allowing his clients the opportunity to avert and resolve crises. In this role Nigel provides strategic advice on how to best deploy and manage product rollouts and upgrades of his clients' IBM Lotus software. He also provides tactical advice to help minimise the business impact of any problems that may arise during day-to-day operation.

### **David de Vos**

*Lab Product Specialist, IBM Australian Development Laboratory*

David de Vos has been in application development for 9 years with a specialisation in Java development. He has extensive knowledge of the IBM Lotus Web Content Management product, being an original developer of the software prior to IBM's acquisition of Aprtix. David has previously been the leader of IBM's Web Content Management Level 3 Support Worldwide Support Team. He is currently an IBM Lab Product Specialist at the IBM Australian Development Lab, Sydney.

### **Jag Dhillon**

*Field Services Engineer, IBM Software Services*

Jag Dhillon is a Field Services Engineer with IBM Software Services for Lotus and provides technical consulting services to Lotus clients in the A/NZ region. Jag is the IBM Asia Pacific Lotus Community Leader. He specialises in the areas of infrastructure audits, architectural reviews, integrations with IBM Lotus Quickr, IBM Lotus Sametime and IBM WebSphere Portal and upgrade planning.

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### **Michael Dyson**

*Premium Support Manager, IBM Software Services*

Michael Dyson is a Premium Support Manager in IBM Software Services. Michael has extensive IBM Lotus Notes/Domino skills having worked with the product for over 10 years. His skills include: management of infrastructure and administration teams, macro and micro design of IBM Lotus Domino infrastructures, deep knowledge of IBM Lotus Domino and Notes administration and administrator requirements, and project management of both small and large-scale administration and deployment projects.

Michael is the Australia/New Zealand Technical Lead for IBM Lotus Traveler, has additional skills in IBM Lotus Sametime, IBM Lotus Quickr and IBM Lotus Connections and has been involved in the IT industry for 20 years.

### **Stephen Hardison (United States)**

*Consulting IT Specialist, IBM Software Services*

Stephen Hardison is an IBM Certified I/T Specialist with IBM Software Services for Lotus in the USA. He is responsible for on the design, implementation, operation, and assessment of large-scale collaborative solutions using IBM Lotus Connections, IBM Lotus Domino and IBM WebSphere Portal. Stephen joined IBM in 1999 and has worked in the Information Technology industry for over 20 years. He has worked on several world-wide deployments of IBM solutions in North and South America, Europe, and Asia.

### **Anthony Holmes**

*Premium Support Manager, IBM Software Services*

Anthony Holmes is an IBM Premium Support Manager specialising in industries such as government and banking and finance. Anthony has distinct expertise in taking IBM Lotus Notes/Domino implementations from 'rough and ready' to 'best practices' in a way that remains scalable. Anthony blogs on IBM Lotus Notes/Domino Administration issues at [www.workingcollaboration.com](http://www.workingcollaboration.com)

### **Ralph Klaassen**

*Consulting IT Specialist,, IBM Software Group*

Ralph is a Certified IT Specialist and performs the brand architect role for the Lotus Technical Sales team in A/NZ, working with customers interested in Portal, Collaboration and Web 2.0 technologies. His work spans from strategy to business value assessments to solution design to the conduct of pilots and proofs of concept. Ralph was previously Chief Technology Officer for Lotus in Asia Pacific and was responsible for advising the Lotus AP leadership team on technology trends.

### **Adam Kriklewicz**

*Lab Product Specialist, IBM Australian Development Laboratory*

Adam Kriklewicz has expertise in both the Domino and Java versions of the IBM Lotus Web Content Management product. Adam has worked as a Level 3 Support Engineer for the IBM Web Content Management product performing tasks such as software maintenance and software development within a J2EE and Domino versions. Adam also brings extensive knowledge of IBM WebSphere Portal and has worked closely with it for over 4 years.

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### **Cathy McGurk**

*Pre-Sales Technical Manager, IBM Software Group*

Cathy has 8 years of being a Lotus developer, administrator and trainer before joining IBM as a Lotus Pre-Sales Technical Specialist working with our Business Partner community. Despite taking on a management role she thrives on the opportunity to get her "hands dirty" with Lotus.

### **Prescilla Prescilla**

*Software Engineer, IBM Australian Development Laboratory*

Prescilla Prescilla is a senior members of the IBM Lotus Web Content Management development team. She has over 9 years of experience in web content management, with intimate knowledge of both the Domino and Java flavours of the IBM Lotus Web Content Management product. In her product development role, she focuses on product releases and customer enhancement projects.

### **Glenn Richardson**

*Technical Specialist, IBM Software Services*

Glenn Richardson has more than 15 years' experience in the information technology industry and joined IBM in 2006. Previously, he worked for 5 years with the Department of Foreign Affairs and Trade (DFAT) as their Head Administrator of over 500 servers. Prior to DFAT he worked for ComTech Integration Services in Canberra. His primary skills focus is with IBM Lotus Notes/Domino and Collaboration software technologies. Glenn has more than eleven years experience in IBM Lotus Domino system administration and infrastructure design.

### **Manny Santana**

*Managing Consultant, IBM Software Services*

Manny specialises in consultancy and technical work for Lotus clients in A/NZ, and has over 10 years of experience in consultancy, development, deployment, and support of various internal IBM applications and external engagements. He is an IBM Certified Advanced Application Developer - Lotus Notes and Domino 7. Manny co-authored the Lotus Domino 7 Application Development Redpaper, the IBM Workplace Forms 2.6 Redbook and the Customizing Lotus Quickr 8.1 Redbooks Wiki.

### **Colin Stamp (United Kingdom)**

*Senior Premium Support Manager, IBM Software Services*

Colin Stamp has been with Lotus/IBM for 15 years. He is a Premium Service Manager (PSM) and Senior consultant on high availability, performance and capacity planning, specialising in large systems. Colin has now co-authored 4 Redbooks on Performance, Workplace, Learning and i5/OS LPARs and has written a considerable number of technical white papers and technotes around Domino performance, transaction logging, SANs, Virtualisation and High Availability.

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### **Ruly Sutedja**

*Senior Consultant, IBM Software Services*

Ruly Sutedja is a Senior Consultant in IBM Software Group Services, specialising in IBM's Web Content Management Java Edition software. He is also an IT specialist for the WebSphere Portal product in the areas of deployment, integration and implementation.

### **Johnny Teoh**

*Senior Technical Specialist, IBM TechWorks*

Johnny Teoh has over 9 years experience in Retail Banking and Telecommunication industries. He has worked in IBM in both Global Business Services and the IBM Software Group. During this time he has led teams in delivering Internet Banking applications and various other Business Web Applications. He has previously worked as project manager, test manager and application developer.

Johnny's current role is IBM Asia Pacific Technical Sales Leader for various IBM Lotus products, including IBM WebSphere Portal, IBM Lotus Web Content Manager, IBM Lotus Forms and IBM Lotus Connections, and specifically seeks to bring these technologies to the Australia and New Zealand region.

### **George Westwood**

*Senior IT Specialist, IBM Software Services*

George Westwood is a Senior IT Specialist who brings over 25 years of experience in software architecture and information technology. George has honed specialist expertise in IBM Lotus Domino.Doc (now IBM Lotus Domino Document Manager), IBM Lotus Sametime, IBM Lotus Quickplace, IBM Lotus Quickr, IBM WebSphere Portal, IBM Lotus Connections, IBM Workplace Collaborative Learning and Lotus Discovery Server design and implementation. He regularly provides Advanced Collaboration consulting services related to architecture and solution design, mentoring, product installation, configuration, and implementation, proofs of concept, and training.

### **Stephan Wissel (Germany)**

*Senior IT Specialist, IBM Software Services*

Stephan Wissel is a specialist in IBM Lotus Notes/Domino, IBM Lotus Quickr, IBM Lotus Sametime, IBM WebSphere Portal and related technology areas. He has delivered consulting and training services since 1985 and has applied distinct cross functional skills such as IT, law, economics and counselling to provide solutions to consulting challenges. He is highly experienced in change management and implementing new standards and procedures.