

# Michael GRASSI

<https://www.linkedin.com/in/michael-g-426543122/>

Passionate, solutions focussed individual with expertise in software development, data analytics, & cybersecurity. Demonstrated ability to communicate & coordinate with stakeholders at all levels. Possesses strong requirement elicitation & project management skills as well as deep technical competency, with a passion for giving back to the community & supporting others. Brings an adaptable, high attention-to-detail approach to all tasks. Explores creative technical solutions while ensuring positive outcomes for all involved.

## **Education:**

Diploma of Government **Mar 2020 – Mar 2021**  
*University of New England*

Bachelor of Science in Information Technology **Mar 2015 – Nov 2018**  
*University of Technology, Sydney*

## **Career Summary:**

Cyber Security Officer (Reporting & Analytics) **Jan 2022 – Present**  
*Transport for NSW*

Vehicle Telematics Systems Officer (Software) **Aug 2021 – Jan 2022**  
*Transport for NSW*

Graduate Digital Analyst (Dept. Premier & Cabiner) **Feb 2021 – Aug 2021**  
Graduate Communications Officer (Sydney Trains) **Aug 2020 – Feb 2021**  
Graduate Cyber Security Analyst (Transport for NSW) **Jan 2020 – Aug 2020**  
*NSW Government Graduate Program 2020*

Casual Academic (Lecturer and Tutor) **Feb 2019 – Nov 2020**  
*University of Technology, Sydney*

Software Engineering Associate Consultant **Jan 2019 – Dec 2019**  
*DiUS*

## **Key Achievements:**

- Single-handedly developed an automated ETL pipeline to track cybersecurity training completions across nearly 30,000 staff. Using Python, PostgreSQL, and PowerBI, a manual process that took 7 hours each week was eliminated through automation. This dashboard is now used business-wide to enforce mandatory training compliance.
- Helped design and implement 20+ feature requests (mostly in Python) as well as performing QA testing on a new cyber security platform used in TfNSW. This saved a considerable amount of time each week by automating the process of identifying, responding to, and reporting on malicious content in large volumes of emails.
- Lectured, graded assessments, and provided feedback for over 120 students each semester in subjects such as “Database Fundamentals” and “Business Requirements Modelling” at the University of Technology, Sydney.

## **Career History:**

Cyber Security Officer (Reporting & Analytics)

**Jan 2022 – Present**

*Transport for NSW*

- Primary SME for the analytics and reporting of mandatory cybersecurity training completion within the entire Transport for NSW cluster (approximately 30,000 staff).
- Wrote python scripts to extract data from other systems, transformed the data using PostgreSQL, and finally loaded the data into PowerBI for presentation to stakeholders.
- This process of automation has reduced a 7-hour weekly task to just minutes.
- Liaised with stakeholders like Directors and Deputy Secretaries to coordinate the roll out of new training for staff.
- Assisted in the creation of marketing collateral to raise awareness of cybersecurity threats throughout the business.
- Participated in the evaluation and hiring of other staff.

Vehicle Telematics Systems Officer (Software)

**Aug 2021 – Jan 2022**

*Transport for NSW*

- Maintained and developed new features for several internal software applications using Java, PHP, and MySQL. These applications processed millions of records each month and were used to prosecute non-compliant heavy vehicle operators.
- Designed and implemented a microservice that communicated with several third party APIs and saved data into the MySQL databases.
- Assigned roles and permissions to staff who required access to the systems/data.
- Used Tableau to visualize truck intercept data and identify which areas had the most non-compliance.
- Documented the setup and maintenance procedures of the systems.
- Performed my work with consideration of ISO 27001 and ISO 9001.

Graduate Digital Analyst

**Feb 2021 – Aug 2021**

*Department of Premier and Cabinet (NSW Government Graduate Program)*

- Performed a gap analysis of existing procurement processes compared to best practice processes specified by Buy NSW scheme SCM0020.
- Created learning resources and implemented process changes to ensure the branch was deemed compliant in future procurement audits.
- Facilitated several risk register workshops.
- Wrote briefing notes and proof-read contracts for high value procurements.
- Listed several tenders and quotes on eTender.
- Participated in the evaluation panel to award a vendor with a high six-figure contract.
- Responsible for the creation of purchase orders and processing of goods receipts.

Graduate Communications Officer

**Aug 2020 – Feb 2021**

*Sydney Trains (NSW Government Graduate Program)*

- Served on the COVID-19 taskforce, responsible for ensuring information disseminated to the Transport cluster staff was accurate and up to date.
- Acted as an admin of the CMS behind stayinformed.com.au.
- Planned, organized, and managed the creation of the internal 2020 Year in Review video for Sydney Trains (<https://vimeo.com/490582262/7f65afbf24>).
- Made site visits across the Sydney Trains network to write stories for the Customer Operations newsletter named "@TheCentre".
- Helped coordinate 30 and 40 Year Long Service Awards.
- Assisted with running several live-streamed events using software such as OBS.

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Graduate Cyber Security Officer

**Jan 2020 – Aug 2020**

*Transport for NSW (NSW Government Graduate Program)*

- Influenced, implemented, and performed QA of a new cyber security platform (Splunk Phantom). This saves many hours of work a week by automating the process of identifying, responding to, and reporting malicious content in large volumes of emails.
- Trialled and evaluated a new risk analysis methodology (F.A.I.R). Delivered a presentation that identified its pros and cons compared to existing processes.
- Helped transition and improve cyber awareness training content into an eLearning module.
- Delivered cyber awareness training to a class of approximately 30 TfNSW employees.
- Created and maintained a SharePoint site to centralize and consolidate knowledge within the Cyber Defence team.

Casual Academic (Lecturer and Tutor)

**Feb 2019 – Nov 2020**

*University of Technology, Sydney*

- Each semester, graded assessments and provided feedback for approximately 30 students in the subject “Software Development Studio”.
- Lectured, graded assessments, and provided feedback for 120 students in the subject “Database Fundamentals”.
- Delivered tutorial material, graded assessments, and provided feedback for 30 students in the subject “Business Requirements Modelling”.
- Answered students’ enquiries in-class, at face-to-face consultation sessions, and online through email/discussion board.

Software Engineering Associate Consultant

**Jan 2019 – Dec 2019**

*DiUS*

- Worked on-site at Qantas HQ, alongside Qantas’ own development team, on the Qantas Business Rewards program.
- Responsible for helping my team plan sprints, convert user requirements into feature implementations, and quickly address bugs/incidents raised to us.
- Operated in a strict Agile environment with daily stand-ups and bi-weekly planning, grooming, and retrospective sessions for two-week sprints.
- Implemented several new APIs that is being used in a Production environment, and extensively documented it in Confluence.
- Worked in adherence with Test Driven Development ideologies and set up CI/CD pipelines to automate testing and deployment.
- Gained exposure to a number of AWS services such as Elastic Beanstalk and SQS.

Technical Support Officer (Level 2)

**May 2017 – Dec 2018**

*University of Technology, Sydney*

- Worked in a tight-knit team of seven people which provided support (in accordance with ITIL) to over a thousand devices using ServiceNOW, SCCM, and JAMF.
- Performed tasks such as lease rollovers, remote desktop support, hardware disassembly and troubleshooting, and general IT consulting.
- Managed a project to create PowerShell scripts, with the purpose of automating the migration of thousands of Active Directory permissions.
- Created a web page used by the OH&S team for inducting people with the safety policies of UTS.

Volunteer Communications Officer

**Sep 2015 – Dec 2018**

*State Emergency Services, Burwood Unit*

**Academic record & referees are available upon request.**

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