



# RICHARD ALLEN

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## Summary

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Experienced IT and business systems professional with 25+ years of international experience across business analysis, data analysis, infrastructure, applications, and technology delivery in tourism, finance, engineering, government, education, and non-profit sectors. Strong background in systems improvement, reporting, technical problem solving, and working with stakeholders to translate business needs into practical solutions and useful operational insight.

Combines broad enterprise systems experience with current capability in Python, Django, Wagtail, JavaScript/TypeScript, data analysis, reporting, visualisation, web-based tools, and GIS applications. Brings a hands-on, adaptable approach shaped by work across New Zealand, the UK, and Australia, together with recent independent project and professional development activity.

## Core Capabilities

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### Business & Data Analysis

Requirements gathering, stakeholder liaison, process analysis, data analysis, reporting, problem solving, functional specifications

### Project & Delivery Support

Implementation support, coordination, testing, documentation, rollout support, cross-team collaboration

### Infrastructure & Systems Administration

Multi-site environments, systems deployment & maintenance, software rollout, performance analysis, operational stability

### Systems & Application Support

Application support, troubleshooting, systems improvement, deployment support, user-focused technical problem resolution

### Data, Reporting & Automation

Python, R, SQL, Excel VBA, scripting, automation, data handling, reporting workflows & visualisation support

### Web, Visualisation & GIS Tools

Django, Wagtail CMS, Node.js, TypeScript/JavaScript, geospatial data integration, Mapbox

## Professional Experience

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Barcelona | Wellington

### Professional Development, Independent Projects & Consulting

12/2016 - Current

- Delivered independent project work, technical development, and remote business support while based in Europe and New Zealand
- Built current capability in web development, data analysis, automation, reporting, and GIS applications through hands-on project work and formal study
- Designed and developed practical web-based tools using Python, Django, Wagtail, TypeScript, Node.js, and geospatial data integration
- Contributed to software and digital delivery through open-source development, self-directed projects, and freelance support for small business activity

### Skyline Enterprises | Queenstown IT & Business Systems Manager

01/2010 - 09/2016

- Established and led the IT function for a growing international tourism group with operations across New Zealand, Singapore, Canada, and South Korea
- Defined IT strategy, policies, and operating standards from the ground up, bringing structure and consistency to previously disparate sites and systems

- Led end-to-end infrastructure and software initiatives including scoping, design, implementation, testing, vendor coordination, and stakeholder management
- Designed and delivered greenfield IT environments for remote and challenging locations, creating a scalable foundation for operational growth and future expansion
- Mentored, and managed IT staff while providing regular strategic reporting and technology recommendations to the CEO and board
- Developed an automated photography platform that evolved into a multimillion-dollar revenue stream, demonstrating the commercial value of technology-led innovation

Contract Roles | NZ / UK / Australia  
**Business Analyst/Systems Specialist**

- Delivered contract assignments across finance, infrastructure, education, and non-profit sectors in New Zealand, the UK, and Australia
- Led business analysis, systems design, and software delivery work, translating operational needs into practical technical solutions
- Built cost models, planning tools, and process improvements that supported decision-making, rollout, and cross-team adoption
- Worked directly with stakeholders, end users, and international teams to refine requirements, resolve issues, and improve business processes

Contract Roles | NZ / UK / Australia  
**Systems Support/Technical Analyst**

- Provided 2nd and 3rd level support, systems administration, and technical analysis across enterprise VAX, UNIX, and Windows Server environments
- Diagnosed recurring faults, stabilised production systems, and improved operational processes to reduce outstanding issues and service disruption
- Supported client and server rollouts, software upgrades, and live environments in high-demand corporate settings
- Built a strong foundation in infrastructure, troubleshooting, and service delivery across finance, telecoms, government, and education organisations
- Improved system stability, reduced recurring issues, and supported reliable day-to-day operations

## Education and Training

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Victoria University of Wellington | Wellington, NZ  
**Bachelor of Science** in Geophysics

## Certifications & Licenses

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Data Science Specialisation - Johns Hopkins University  
Data Science with R - Duke University  
Project Management - Google  
Microsoft Excel Professional - Microsoft  
Additional recent study and applied project work in Python, R, data analysis, reporting, automation, and web development.

## Projects

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### **New Zealand Outdoor Route Planner:**

<https://goneforawander.com>

Developed an interactive GIS web application to support route planning and access to outdoor information in New Zealand.  
Integrated DOC huts, campsites, walking tracks, alerts, and elevation data into a single platform using geospatial APIs and custom data handling.  
Enabled route creation, elevation profiling, and GPX download features to support practical trip planning and information access.  
Built using TypeScript, Node.js, and Mapbox, with scalable handling of large geospatial datasets.

### **Enzed Online – IT Consultancy Website:**

<https://enzedonline.com>

Designed and developed a consultancy website using Python, Django, and Wagtail CMS.  
Created reusable site components, structured content, and technical blog material to support service presentation and knowledge sharing.

## Additional Information

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**Industries:** Tourism, Finance, Engineering, Local Government, NGO, Education, Media, Telecoms, Health  
**Languages:** English (Native), Spanish (Intermediate)  
**Work Rights:** New Zealand, UK, Australia

## References

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References available upon request.