

Robert Bernardino

Senior Application Support Engineer

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Professional Summary

Senior technical support and operations specialist with 20+ years of extensive experience supporting business-critical enterprise applications, developing operational documentation, and coordinating major incidents across highly regulated environments. Proven capability translating complex system knowledge into clear, actionable runbooks, recovery procedures, and support guides used during peak operational periods. Strong background in Windows Server operations, Azure Portal navigation, SQL-based troubleshooting, and 24x7 incident triage. Adept at working with SMEs to capture operational knowledge, prepare support teams, validate procedures, and drive continuous improvement across large-scale operational ecosystems.

Core Competency

- Advanced Application Service Delivery Management with end-to-end ownership of business-critical services across 24x7 environments
- Service Portfolio Management, including service lifecycle oversight, prioritisation, and continuous improvement
- Service Transition & Change Enablement, ensuring controlled releases, operational readiness, and minimal business disruption
- Operational Governance covering incident, problem, change, risk, compliance, and audit requirements
- Executive Stakeholder Management, including clear communication during major incidents and service performance reviews
- Advanced operating system expertise across Windows, Linux, and macOS platforms
- Strong background in network administration and security within enterprise environments
- Advanced problem-solving and analytical skills, with structured root cause analysis and post-incident reviews
- Excellent communication and customer service skills, translating technical issues into business-focused outcomes
- Cloud services expertise across AWS and Microsoft Azure platforms
- Advanced database knowledge across multiple engines including Oracle, Microsoft SQL Server, and Sybase
- Programming and scripting experience across multiple languages to support automation and operational efficiency including PowerShell, Python and Bash
- Extensive experience with ITSM tools including ServiceNow and Remedy, including workflow design and service reporting
- ITSM Reporting & Dashboards, providing SLA, KPI, and service performance visibility to technical and executive audiences
- Monitoring and observability expertise using tools such as BMC Patrol, CloudWatch, and AppDynamics
- Experience working within Agile delivery environments using tools such as Jira and Rally, with hands-on use of GitHub and Jenkins to support CI/CD workflows

Service Delivery Management Capabilities

- End-to-End Application Service Delivery
- Service Ownership & Lifecycle Management
- SLA / KPI Definition, Monitoring & Reporting
- Vendor & Third-Party Service Management
- ITIL v4 Service Management (Incident, Problem, Change)
- Major Incident & Executive Escalation Management
- Service Risk, Compliance & Audit Readiness
- Continuous Service Improvement (CSI)
- Stakeholder & Executive Engagement

Experience

Social Services Regulator (Contract via Hays)

Jul 2026 - Aug 2026

Senior Systems Solutions Officer

- Provided technical support, systems analysis, and operational planning activities for the Social Services Regulator during a critical planning period.
- Conducted detailed technical assessments of existing systems, identifying vulnerabilities across network configurations, access pathways, and operational workflows. Developed practical remediation recommendations and collaborated with Solution Designers and external vendors to plan secure, scalable network configuration changes.
- Supported the planning of a new regulatory system, contributing to requirements clarification, operational readiness activities
- Performed technical onboarding for internal users to the existing system.
- Delivered senior-level technical support, assisting clients with onboarding, troubleshooting, and validating system behaviour. Provided structured documentation of issues, risks, and recommended improvements to support continuous enhancement of the regulatory platform.
- Liaised closely with cross-functional stakeholders
- Contributed to project planning activities, including task sequencing, dependency identification, and readiness assessments, ensuring the new system's implementation will be supported by clear operational procedures and risk-mitigation strategies.

NAB Asset Servicing Technology

Feb 2018 - Dec 2025

Senior Application Support Engineer

- Owned end-to-end delivery and operational accountability for multiple business-critical application services built on .NET, C#, Angular, and SQL Server, ensuring high availability, performance, and SLA compliance across 24x7 production environments. Led a team of 5–8 support engineers and deputised for the Team Manager, providing strategic guidance, stakeholder engagement, and operational leadership.
- Captured SME knowledge and converted undocumented operational processes into structured support artefacts including runbooks, recovery procedures, escalation pathways, and onboarding guides. Consolidated legacy documentation into practical, easy-to-follow support materials used during incidents, overnight support windows, and peak operational periods.
- Developed and maintained operational runbooks, support guides, FAQs, and incident response pathways, ensuring support teams were prepared for high-pressure events. Documented recovery steps, scaling scenarios, rollback procedures, and operational workflows for critical services, reducing reliance on tribal knowledge and improving operational readiness.
- Delivered overnight and after-hours support coverage as part of 24x7 operations, performing front-line triage, severity assessment, operational checks, and stakeholder communication. Coordinated escalations with engineering, infrastructure, and third-party vendors during high-severity incidents, providing clear operational updates and ensuring timely resolution.
- Led major incident responses end-to-end, including executive-level communications, root cause analysis, post-incident reviews, and implementation of long-term corrective actions. Achieved a

90% reduction in repeat incidents and sustained >99% service availability through structured problem management and continuous improvement.

- Executed testing and validation of operational procedures, recovery steps, security uplift activities, and change readiness tasks. Supported backlog verification and operational testing to ensure systems, documentation, and support processes were ready for peak demand periods.
- Managed and supported enterprise applications hosted via IIS and Apache, overseeing SQL Server databases, API-driven integrations, SFTP file transfer workflows, and infrastructure dependencies. Performed Windows Server operational tasks including service validation, restarts, and health checks using documented procedures. Ran SQL queries using SQL Server and SQL Developer-style tooling to validate data integrity, diagnose issues, and support investigations.
- Navigated Azure Portal to review service configurations, validate operational status, and support cloud-based troubleshooting. Led planning and execution of legacy application migrations to cloud platforms, improving scalability, resilience, and long-term maintainability.
- Ensured compliance with NAB's security, risk, and audit requirements including CPS230, CPS234, and ASAE 3150. Designed, documented, and maintained disaster recovery procedures across critical application portfolios, safeguarding business continuity and meeting recovery objectives.
- Partnered with business stakeholders to identify operational pain points, delivering automation, process modernisation, and service improvements that reduced manual effort and strengthened service resilience. Provided mentoring, capability uplift, and structured onboarding for junior engineers, building a high-performing and self-sufficient support capability.

NAB Banking Products, FX & Distribution Technology Senior Application Support Engineer

Mar 2010 - Feb 2018

- Acted as the senior escalation point for complex Foreign Exchange (FX) and Money Market applications, providing 24x7 production support and ensuring high availability, rapid incident response, and operational continuity across critical trading and risk platforms. Delivered advanced troubleshooting, structured investigation, and coordinated resolution of high-impact incidents affecting front-office trading, middle-office risk, and back-office settlement operations.
- Captured operational knowledge from SMEs and converted undocumented processes into clear, practical support artefacts including operational runbooks, recovery procedures, escalation pathways, and onboarding guides. Reviewed and consolidated legacy documentation to produce easy-to-follow support materials used during incidents, overnight support windows, and peak trading periods.
- Developed and maintained support guides, FAQs, and operational reference material for FX/MM applications, ensuring support teams were prepared for high-pressure operational events. Documented recovery steps, manual intervention points, rollback procedures, and scaling scenarios for critical services, reducing reliance on individual expertise and strengthening operational readiness.
- Delivered overnight and after-hours support coverage as part of 24x7 operations, performing initial triage, severity assessment, operational checks, and stakeholder communication. Coordinated escalations with development teams, infrastructure, and vendors during high-severity incidents, providing timely updates and ensuring controlled, auditable resolution.
- Led root cause analysis and post-incident reviews, identifying systemic issues and driving continuous improvement across FX/MM platforms. Implemented monitoring enhancements, automation initiatives, and operational refinements that increased reliability, reduced manual effort, and improved response times.
- Executed testing and validation of operational procedures, recovery activities, security uplift tasks, and change readiness activities. Supported backlog verification and operational testing to ensure systems, documentation, and support processes were ready for peak trading and settlement periods.
- Supported and maintained applications hosted on IIS and underpinned by SQL Server, ensuring performance, data integrity, and operational stability across critical financial platforms. Performed Windows Server operational tasks including service validation, restarts, and health checks using documented procedures. Ran SQL queries using SQL Server and SQL Developer-style tooling to validate data, diagnose issues, and support investigations.
- Directed global upgrades and end-to-end implementation of FX/MM dealing and risk management systems, improving performance, compliance, and operational efficiency across

multiple regions. Ensured adherence to change management processes and supported internal and external audits through documentation, evidence capture, and operational walkthroughs.

- Mentored junior engineers and onboarded new team members, strengthening team capability, accelerating time-to-productivity, and improving overall support maturity. Partnered closely with business units, traders, risk teams, and operations stakeholders to align technology support with business requirements and ensure seamless execution of critical financial processes.
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NAB FX/MM Back Office Operation Technology
Senior Application Support Engineer

Feb 2007 – Mar 2010

- Provided end-to-end 24×7 on-call production support for critical financial applications including CLS, Payplus, Swift, and RBA systems, ensuring high availability and operational continuity.
- Supported and maintained in-house developed interfaces and middleware applications, enabling seamless integration across back-office platforms.
- Delivered incident management, troubleshooting, and root cause analysis for complex technical issues, minimising downtime and ensuring compliance with ITIL practices.
- Collaborated with cross-functional teams to implement fixes, upgrades, and enhancements, improving system performance and reliability.
- Participated as a senior member of an Agile delivery team, contributing to sprint planning, backlog refinement, retrospectives, and cross-functional collaboration with Business Analysts, Scrum Masters, and QA teams.
- Supported and maintained applications hosted on IIS and underpinned by SQL Server, ensuring performance, availability, and data integrity across critical financial platforms.
- Partnered with business stakeholders to ensure smooth execution of back-office operations, including payment processing, settlements, and risk management.
- Contributed to knowledge transfer and mentoring of junior colleagues, strengthening team capability and operational resilience.
- Ensured adherence to regulatory and compliance requirements while supporting mission-critical financial systems.
- Assisted in disaster recovery planning and test execution, validating system resilience and ensuring business continuity during critical events.
- Maintained compliance with change management processes, ensuring controlled and auditable system modifications.
- Assisted in system audits, providing documentation, evidence, and technical support to meet internal and external audit requirements.
- Configured and optimised application monitoring tools, enabling proactive detection of issues and faster resolution times.
- Implemented automation initiatives to streamline repetitive support tasks, improving efficiency and reducing manual effort.

NAB Wholesale Banking Division
Application Support Specialist

Mar 2003 – Feb 2007

- Provided end-to-end 24×7 on-call production support across front office trading platforms, middle office deal reconciliation and reporting systems, and back office operational applications, ensuring seamless integration and business continuity.
- Supported a diverse suite of applications including trading, reconciliation, reporting, and settlement systems, along with in-house developed interfaces and middleware solutions.
- Supported and maintained applications hosted on IIS and underpinned by SQL Server, ensuring performance, availability, and data integrity across critical financial platforms.
- Acted as a key escalation point for high-impact incidents, delivering advanced troubleshooting, root cause analysis, and rapid resolution to minimize disruption across critical banking operations.
- Partnered with front office traders, middle office risk and reporting teams, and back-office operations staff to align technology support with business requirements.
- Implemented automation initiatives to streamline repetitive support tasks and improve operational efficiency.
- Configured and optimized application monitoring frameworks, enabling proactive detection of issues and faster resolution times.
- Maintained compliance with change management processes, ensuring controlled and auditable system modifications.

- Assisted in system audits, providing documentation, evidence, and technical support to meet internal and external audit requirements.
- Contributed to disaster recovery planning and test execution, validating resilience and ensuring business continuity during critical events.
- Mentored junior analysts and collaborated with cross-functional teams to strengthen delivery capability and knowledge sharing.

From 1993 to 2003, I gained diverse experience across multiple industries including banking and finance, sales, warehousing, manufacturing, and software development. During this time, I also owned and operated a software development firm and computer shop in the Philippines, further strengthening my technical and entrepreneurial expertise.

Education

AMA Computer College

1993

Bachelor of Science Major in Computer Science

Exemplary Thesis Awardee

Certifications

- [Improve Your ITIL® Skills](#)
- [Putting ITIL® into Practice: Change Enablement](#)
- [Putting ITIL® into Practice: DevOps for ITIL® Practitioners](#)
- [Putting ITIL® into Practice: Problem Management Techniques](#)
- [Putting ITIL® Into Practice: Applying ITIL® 4 Foundation Concepts](#)
- [Leveraging Generative AI for Project Management: Strategic Insights and Future Trends](#)
- [Web Analytics & Digital Marketing Analytics - Zero to Hero](#)
- [Project Management with ChatGPT: AI for Project Managers](#)
- [Progressive Leadership](#)