



TROY MAGRI

 Melbourne, VIC  LinkedIn | [troy-magri](https://www.linkedin.com/in/troy-magri)  troymagri.net

PROFESSIONAL SUMMARY

With over a decade of experience in **Systems Administration, Data Analytics, and Software Engineering**, expertise includes leading agile projects, implementing cost-saving measures, and developing automated tools. I have a proven track record in IT support, designing analytical models, and improving data quality.

PROFESSIONAL EXPERIENCE

CIMPRESS AUSTRALIA PTY LTD / AS VISTAPRINT – Victoria, Australia
Vistaprint, a global e-commerce company, operates a manufacturing and printing facility in Deer Park, Melbourne, specialising in mass customisation to produce a wide range of marketing products for small businesses and personalised products for consumers.

2020 - PRESENT

Systems Engineer

Technical Skills:

- Managed and upgraded IT systems, automated IT and manufacturing processes, and handled on-site security.
- Built and used IaaS tools with APIs and Git version control.
- Supported Engineering and Quality teams with printing processes like Colour Management, RIP setup, and New Product Introductions (NPI).

Problem Solving:

- Fixed production IT issues quickly, made decisions under pressure, and adapted to new tech and challenges.
- Used data analytics to improve IT processes and validate accounts and system integrity.

Project Management:

- Planned budgets (Capital Expenditure / Operating Expenditure).
- Managed project risks, kept schedules, ensured quality, updated stakeholders, and defined project scope using Agile methodology.

Communication:

- Found system/data gaps, advised on fixes, and worked with cross-skilled teams, local and global.

Operational Efficiency:

- Improved efficiency with IaaS management, optimised system performance, and provided on-call support after hours.

Highlights:

- 2024:** Resolved an excess polymer issue in Scodix Raised Print by adding a High Pass Filter to the Scodix incoming jobs via a Flattening Service. This fix addressed smudges caused by low frequency noise in mask files, which had been mistakenly attributed to defective print heads, potentially saving \$100,000 in replacement costs.
- 2023: Expedition and Introduction of new Mugs (Large, Enamel and Cork) and Kids Backpacks**
Vista in Deer Park was the first site to deploy new mugs and backpack products. My role was to create Windows Services that organize and layout incoming items as groups. Without this implementation, the deployment would have been delayed. The global software support team couldn't facilitate this request due to a high backlog of tasks, so I took steps to push these products out. Other sites haven't deployed them yet, as it wasn't a priority for them to use our services. Earned for the company, November 2023 – March 2024: *8697 units for Revenue of \$150,468.55.*
- 2022: CTERA to Box API:** Assisted in moving SAP file integration from CTERA to Box due to ADFS changes. Developed tools for uploading and downloading files from Box. Supported analytics teams in Deer Park (Australia), Venlo (Netherlands), and Windsor (Canada) in adapting their scripts to work with Box. This ensured continued file management, with forecasting with SAP, preventing disruptions in the three major plants.

TECHNOLOGIES

- **Operating Systems:** Microsoft Windows, Linux, Apple Mac
- **Programming & Scripting:** .NET C#, ASP.NET, Python, R, Java, PowerShell, C++
- **Development Tools:** Git, IIS, VMWare ESX, Octopus Deploy, New Relic
- **APIs:** REST, SOAP, GraphQL
- **Cloud & Services:** Amazon AWS, Microsoft Azure / Intune, Google Admin / Services, Auth0
- **Databases:** MS SQL Server, NoSQL, Snowflake, Looker, Jedox
- **Directory Services:** MS Active Directory ADFS / LDAP
- **Business Tools:** Microsoft Excel, Adobe Suite, PDF
- **Other Technologies:** SAP / CTERA, Onyx Thrive, HP DFE, Integrity, Cisco CCNA, Cisco Meraki,

4. **2022: Large Format Shipping Optimisation:** Supported Engineering with automation of reports and alerting for split shipments in the Large Format line, which is specific to large products, prior to actual fulfillment. This allowed us to modify the plan to improve the grouping of items. As a result, we achieved a 10% reduction in split shipments (where an order is separated into multiple shipments), reducing the proportion of total shipping cost from 16% to 10%, and saving approximately \$15,000 per month.
5. **2021:** Developed **Vista Production Tools**, a web-based form system to streamline IT interactions between production systems and equipment for Engineering, Quality, and Production support staff. It simplified tasks such as loading approval files, downloading production work, uploading test files, and securely managing IT services. With integrated telemetry data for usage analysis, it saved 5,000 tickets per year and sped up NPI deployment from 4 weeks to 2 weeks.

CIMPRESS AUSTRALIA PTY LTD / AS VISTAPRINT – Victoria, Australia

2011 - 2020

Manufacturing Data Analyst

Lead in budgeting, forecasting, and analysis of manufacturing issues through comprehensive data integration. Engaged with stakeholders to refine processes and deliver strategic, data-informed insights for enhanced decision-making.

Data Analysis:

- Supported planning and analysis, comparing actuals to budget and proposing solutions.
- Conducted thorough data analysis for ad hoc requests.
- Modelled and analysed manufacturing issues.

Problem Solving:

- Advised management on strategic decisions.
- Identified root causes of manufacturing issues.
- Standardised and enhanced labour processes and standardised KPI reporting.
- Streamlined key business processes for continuous improvement.

Technical Skills:

- Database querying for data extraction and analysis.
- ETL design and administration.
- Supported logistics with material planning and forecasting using SAP and CTERA/Box APIs.
- Migration from monolith services (SQL Server) to cloud services (Snowflake).

Highlights:

- **2013:** Developed a web server using ASP.NET MVC C# to facilitate machine availability data capture.
- **2020:** Integrated data between various systems (MRP [SAP], Time and Attendance, Production Time Reporting, Payroll) for labour calculation and material forecasting.



EDUCATION & CERTIFICATION

BACHELOR OF ENGINEERING AND BACHELOR OF SCIENCE | 2013

Swinburne University of Technology

Electronic Engineering, Computer Science, Computer Systems and Software Engineering. (EC051)

Upper Second Class Honours

VICTORIAN CERTIFICATE OF EDUCATION | 2007

Kurunjang Secondary College



SIDE PROJECTS

FROM BELOW – NES HOMEBREW TETRIS SRS MOD | 2021-2022

Modified homebrew NES Tetris clone - From Below, to implement the modern rotation system (SRS) with T-Spin support, adding Lock Delay, Hold Piece, and Ghost Piece.

GitHub - tmagri/mbh-firstnes : <https://github.com/tmagri/mbh-firstnes>



REFERENCES

Provided upon request