Brendan Edwards

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Executive Summary

Accomplished Senior Research Technologist with nearly two decades at Telstra Research Laboratories (TRL), Australia's largest telecommunications research facility. Recognised for technical expertise, leadership, and the ability to drive innovation across diverse domains. Proven track record in project management, cross-functional collaboration, and delivering impactful solutions in telecommunications, IT, and emerging technologies. Recipient of multiple awards for technical excellence and business impact.

Leadership Skills

- **Project and Team Leadership:** Led and managed multidisciplinary teams on high-impact projects, including identity management, broadband application development, and interactive television. Oversaw project deliverables, resource coordination, and client engagement, ensuring timely and high-quality outcomes.

- **Mentoring and Staff Development:** Mentored senior staff in project management, time management, and work-life balance. Provided guidance on technical and interpersonal skills, fostering a collaborative and high-performing team environment.

- **Stakeholder Engagement:** Chaired internal and external committees, facilitated cross-business unit presentations, and initiated dialogue with external clients such as the Australian Federal Police. Recognised for effective communication and the ability to translate complex technical concepts for diverse audiences.

- **Change Management:** Successfully managed transitions, including the closure of TRL, by formalising experience through further education and adapting to new roles and technologies.

- **Recognition:** Recipient of the TRL High Achievement Award for Intelligent Information Navigation (1998) for technical excellence, business benefit, and customer focus.

Technical Skills

- **Research and Analysis:** Extensive experience in designing and conducting theoretical and practical experiments, proof-of-concept trials, and field evaluations. Authored detailed, unbiased evaluations considering usability, accessibility, reliability, cost, and legislative requirements.

- **Product and Service Evaluation:** Evaluated a wide range of telecommunications products and services, including optical fibre measurement, mobile base station antennas, photovoltaic systems, and broadband applications. Developed benchmarks and selection criteria for new technologies.

- **Software and Hardware Development:** Developed applications and tools using Unix, Java, C++, and MS Visual Studio. Managed migration from legacy systems to modern platforms, improving reliability and reducing costs.

- **Usability and Accessibility:** Advocated for and implemented accessibility and user interface design principles in interactive television, online services, and game consoles. Conducted user acceptance testing and attended accessibility summits.

- **Artificial Intelligence and Knowledge Management:** Collaborated in the development of natural language interfaces. Led benchmarking and evaluation of search engine precision and accuracy.

- **Electromagnetic Compatibility and Safety:** Developed measurement equipment and standards for electromagnetic interference, conducted compliance evaluations, and improved safety processes for field and laboratory environments.

- **Renewable Energy Systems:** Managed and maintained solar panel test laboratories and remote area power systems. Evaluated new battery technologies and conducted accelerated lifecycle testing.

Diverse Experience and Capabilities

- **Cross-Disciplinary Collaboration:** Worked with engineers, scientists, psychologists, and technical staff across multiple departments, including Mobile Services, Interactive Media, Artificial Intelligence, Electromagnetic Compatibility, and Telecommunications Science.

- **Innovation and Commercialisation:** Conceptualised and demonstrated novel products and services, assessed business models, and contributed to the commercialisation of research outputs, generating licensing revenue for Telstra.

- **Process Improvement:** Identified and implemented process, reliability, and customer experience improvements, resulting in increased service quality and reduced help desk calls.

- **Business Development:** Initiated and coordinated responses to tenders, engaged with manufacturers and clients, and developed strategies for marketing and cross-promotion.

- **Compliance and Standards:** Reviewed and recommended updates to corporate, national, and international standards in telecommunications, EMC, and renewable energy.

Education

- **Master of Arts (Virtual Communications)**
- RMIT University, Melbourne   2006
    - Research: *Emotional cues in Internet Communications Technologies; proposed a new Emotional Consumer Model.*
- **Diploma and Associate Diplomas of Engineering (Computer Systems, Electronics)**
- Barton Institute of TAFE, Melbourne   1990, 1998
- **Certificate of Technology (Electronics)**
- **Basic Electronics Certificate**
- Moorabbin College of TAFE, Melbourne   1991, 1985

Awards and Recognition

- **TRL High Achievement Award for Intelligent Information Navigation**
        1998

Selected Achievements

- Developed and implemented new optical fibre and antenna measurement techniques
- Led the development and handover of identity management and email alias projects
- Managed and evaluated broadband video mail applications and interactive TV services
- Promoted accessibility and usability in product and service design
- Coordinated multi-business unit initiatives and external client demonstrations
- Provided technical advice for major Telstra projects and external tenders
- Mentored staff and contributed to organizational committees and emergency control

Other Interests

- **Volleyball:** Indoor and beach, World Masters Games Bronze Medallist   2002
- **SCUBA Diving:** Qualified NASDS Master Diver, PADI Divemaster, and Cave Diving Association of Australia member
- **Mechanical Clocks:** Skeleton brass and glass

References available upon request.