
IT Infrastructure Project Manager

Technology Services & Digital Services Projects

Government Industry Sector

I am a highly committed and accountable Project Manager delivering a portfolio of projects within the Government sector in Australia. I have been instrumental in streamlining, implementing and improving business processes and procedures resulting in enhanced operational improvements and business productivity, driving significant costs savings for each project. I do this by formulating key working partnerships with multiple business stakeholders and project sponsors to successfully align their expectations and individual needs with best procurement and working practices.

KEY BUSINESS SKILLS

- Leadership & Team Building
 - Stakeholder Engagement
 - Contract Negotiation Skills
 - Collaboration and Integration
 - Change & Transformation
 - Multi-Tasking
 - Strong Problem Solving
 - Project Governance
 - Solutions Focused Professional
 - Project Reporting
 - Strategic Planning & Delivery
 - Project Management
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PROFESSIONAL DEVELOPMENT AND EDUCATION

Diploma of Project Management, ACPM, Australia
Diploma Project Management, OPTUS College, Australia

Diploma of Information Technology (Business Analyst)
Diploma of Information Technology (Analyst/ Programming)
TAFE NSW, Sydney, Australia

Prince2 Practitioner, APMG, Australia
Agile Project Manager, APMG, Australia
Prince2 Foundation Certification, APMG, Australia

EXECUTIVE SUMMARY

- ✓ **Strategic Business Advisor:** Demonstrated ability to mitigate risk of operationally sensitive issues by providing strategic advice to internal and external stakeholders to enable them to meet their short and long-term objectives.
- ✓ **Transformation & Leadership:** Maintained seamless flow of communications during times of transformation, by engaging and liaising with key business stakeholders, leading change through ongoing continuous improvement.
- ✓ **Strategy & Planning** Ability to successfully create a vision and inspire a strong sense of shared purpose, encouraging ingenuity, planning, strategy and innovation within the team and can communicate the bigger picture with credibility.
- ✓ **Relationship Management** Develops productive working relationships and partnerships across the business and leads the organisation to deliver improved client and customer related service delivery improvement outcomes.

PROFESSIONAL EXPERIENCE

**Adept KM
Project Manager****March 2017 to June 2017**

Adept KM provide Management Consultancy services within the Government Sector in Australia.

Key Responsibilities

- The purpose of my role is to work collaboratively with Adept KM's Business Consultants and Clients to deliver project management support on a number of high profile government based projects;
- Tasked to provide end to end project management on behalf of Grace Records Management for the ABS Digitisation and Sentencing project, project valued at circa \$830k;
- Responsible for the implementation of Quality Assurance procedures for the sentencing records, and the development of improved sentencing procedures for defendants proven guilty in criminal courts across Australia;
- Working closely with internal and external stakeholders to develop and deliver the project through all phases, ensuring delivery on time, within budget, meeting, exceeding and reporting on all agreed SLAs and KPI's;
- Tasked to provide end to end project management on behalf of Cordelta Pty Ltd to Project Manage the IRAP Services Assessment Project with a value of circa \$13300 for the Australian National Audit Office (ANAO);
- Responsible for the review and implementation of improvements to the workflow processes for management and end users, simplifying the process whilst maintaining the existing framework to ensure fit for purpose.

**Unisys
Project Manager****April 2016 to December 2016**

Unisys is a global information technology company that solves complex IT challenges.

Key Responsibilities

- The purpose of my role was to Project Manage a number of concurrent Projects to meet the business objectives;
- Project Manage the implementation of Phase 2 of the Windows 10 End User Computing Consolidation Project, providing financial management and budgeting and ensuring alignment to the statement of work forecasts;
- Responsible for enhancing the processes and procedures, delivering the physical installations on 1000 users per week and facilitating the enhanced Win10 transition to ensure the smooth transition to the new platform;
- Tasked to Project Manage the Victoria Police (VICPOL) Project, responsible for resource management and planning across three regions, Australia, USA, UK and India, engaging and facilitating weekly global project team meetings;
- Implementation of project governance to manage and control the project, including establishing a risk and issue register and mitigation process and the implementation of appropriate quality control procedures;
- Establishing reporting procedures and report format, capturing and circulating meeting minutes, actions, issues and change requests, to ensure clear lines of communication and achieving executive expectations;
- Tasked to Project Manage the Enterprise Biometric Identification Services (EBIS) Project, including managing the procurement of equipment to meet the desired solution in a cost effective and timely manner;
- Effective stakeholder management with vendors across the UK, USA and India, facilitating weekly global project team meetings across all territories and establishing effective reporting to ensure all KPI's are met;
- Implementing and maintaining weekly project team meetings with stakeholders, vendors focused on identifying and resolving technical and budget issues that might be a negative impact on the project progress.

**Australian National Audit Office (ANAO)
Project Manager****March 2016 to April 2016**

The Australian National Audit Office is the national auditor for the Parliament of Australia and Government of Australia.

Key Responsibilities

- The main purpose of my role was to Project Manage the implementation of the Protected Wi-Fi Project for the Australian National Audit Office (ANAO), managing the ANAO Project Board, CIO and Vendor Expectations;
- Tasked to deal with the end to end procurement process of appliances, controllers and switches, forming part of the project hardware to ensure the successful delivery of Wi-Fi capability;
- Successfully managing vendors, including Correct Communications, Cordelta, MacTel, ASD and Unisys as a single point of contact for all project related communications to successfully deliver an ASD accredited Protected Wi-Fi;
- Developed clear and concise weekly and monthly project management reports detailing schedule, budget, resources allocation and technical issues.

**Australian Taxation Office (ATO)
Project Manager****June 2015 to February 2016**

Australian Taxation Office is an Australian government statutory agency and the principal revenue collection body for the Australian government.

Key Responsibilities

- The purpose of my role was to Project Manage a number of concurrent projects, ensuring projects were delivered on time, within budget and meeting all KPI's as set by operational requirements;
- Tasked to Project Manage the EST EA Application Enabling Services – RAM (RFI and RFQTS) project, implement the project with industry standard governance, reporting, financial management and accountability;
- Engaged and managed expectations from DTO, ATO Business and ATO EA project team through the delivery of a high degree of reporting metrics, dealing with all facets of the RAM project lifecycle;
- Applied the desired technical knowledge, application development, IT applications security and IT application 'Authentication and Authorisation' concepts to the RAM project to ensure project ran on time and within budget;
- Worked within the procurement framework to review, assess and select a vendor based on the RFI and RFQTS response to the whole of government relationship and authorisation management capability (RAM);
- Tasked to Project Manage the EST EA Application Enabling Services – PMKeys / myGOV Enhancements Project through effective planning and execution to meet all KPI's in accordance with strict deadlines and budget;
- Through careful stakeholder management, influenced and achieved cooperation between DHS and DIIS IT PM and executives to align their project priorities and initiatives with the ATO project schedule and priorities;
- Co-ordinated the project lifecycle, including developing scope of works, tracking, reporting, testing and implementation, ensuring consistency to implement three phases of enhancements to the myGov application.

**Department of Defence, Chief Information Officer Group (CIOG)
Project Manager****March 2014 to May 2015**

The Chief Technology Officer Group is responsible for the Defence ICT Strategy, technology roadmaps, architecture, and delivery of ICT systems and applications in line with Defense's goals and strategies.

Key Responsibilities

- The main purpose of my role was to Project Manage the WHS Management Information System for the Sentinel project to ensure operational KPI's and business outcomes and objectives were achieved on time and in budget;

- Tasked to achieve business operational readiness for Project Release 1 activities through the successful identification and monitoring of key business interdependencies that may have impacted on the Project activities;
- Managing the entire project scope of works, cost and schedule in a multi-disciplined, complex ICT organisational environment, developing end user requirements, and developing the project scope of works definition;
- Development of checklists, site readiness activities; policy & procedure updates for the Group and Services (CIOG and DSRG), advising and influencing the Accenture project team to manage activities, deliverables and reporting.

**Telstra
Program Management Officer**

April 2013 to February 2014

Corporation Ltd. is an Australian telecommunications and media company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services.

Key Responsibilities

- The main purpose of my role was to Program Manage the DHS T&T Program – Managed Contact Centre Service (MCCS) Project, delivering quality assurance of the Document Acceptance Certificate process;
- Tasked to ensure the Telstra technical teams complied with DHS document governance and standards, establishing an effective project rhythm to monitor timeliness, deliverables and milestones;
- Implementing effective reporting procedures through the delivery of timely, high quality MCCS weekly and monthly project status reports, incorporating two Program Managers and ten Project Managers status reports;
- Project delivered on time and within budget.

**Department of Defence, Capability Development Group (CDG)
Project Manager**

June 2012 to March 2013

CDG was responsible for developing capability proposals consistent with strategic priorities, funding guidance, legislation and policy, for consideration and approval by Government.

Key Responsibilities

- The main purpose of my role was to undertake the Project management of several concurrent projects to ensure that projects were delivered on time, within budget and meeting all KPIs;
- Provide end to end Project management to drive the project team from start to completion, creating and maintaining project plans, budgets, forecasts, risks and issues and providing weekly status reports;
- Maintaining a high level of customer service by resolving all customer concerns, risk and issues in a timely manner, rectifying them to the acceptance of the stakeholders;
- Project Manage the CDG Financial and Budget Management Tool Project, providing effective project direction to the business support manager on the alignment of the new processes and budget management tool;
- Reviewed, defined, and improved the business management processes to ensure alignment and consistency across all four CDG groups, enhancing and improving the business processes and budget management tools;
- Successfully implemented the budget and data entry forms to SharePoint on time and within budget.

**Department of Climate Change and Energy Efficiency
Project Manager**

November 2011 to April 2012

The Department of Climate Change and Energy Efficiency's role was to serve the people of Australia by developing a more prosperous and sustainable Australia by leading and coordinating the mitigation of greenhouse gas emissions, promotion of energy efficiency, adaptation to climate change and shaping of global solutions.

Key Responsibilities

- Consultative role to advise on improvements to the project management methodology and the necessary documentation to enable the IT provision to develop the new emissions and energy reporting application;
- Advised all project stakeholders on the methodology for the management of the key deliverables and milestones for the overall project, achieving timely and accurate weekly project budget status, risk and issue reporting;
- Achieved project sign-off from the DCCEE management for the statement of work for the specialist analysis and advisory services.

Roads and Traffic Authority, NSW Project Manager

November 2010 to October 2011

The Roads & Traffic Authority is a former Australian government agency in New South Wales that was responsible for major road infrastructure, licensing of drivers, and registration of motor vehicles.

Key Responsibilities

- The main purpose of my role was to provide end to end Project Management delivery and implementation of eight IM&IT ICT Application and Infrastructure Project Initiatives, delivering on time and within budget;
- Providing end to end Project Management for concurrent projects, managing multiple project teams, including developers, architects, business analysts and vendors, to effectively meet all project deadlines and deliverables;
- Successfully developing relationships with management, vendors and other agencies to drive project outcomes, managing risks and issues and escalating where necessary to ensure closure.

Department of Education, Employment and Workplace Relations (DEEWR) Project Manager

June 2010 to October 2010

The Department of Education, Employment and Workplace Relations is committed to the Australian Government's goal of reducing Indigenous disadvantage and encouraging reconciliation between Indigenous and other Australians.

Key Responsibilities

- The purpose of my role was to Project Manage the OHSTRAC Project, tasked to deliver enhancements to the OFSC Online accreditation system through the establishment of project governance, reporting and risk management;
- Delivering the project Management Plan and ensuring sign off by the key stakeholders;
- Providing end to end project management including defining scopes of works, documenting and agreeing the project schedule in MS Project Server, including costs, activities, resources, key milestones and deliverables.

Department of Defence (CIOG) Project Manager

January 2009 to June 2010

The Chief Technology Officer Group is responsible for the Defence ICT Strategy, technology roadmaps, architecture, and delivery of ICT systems and applications in line with Defense's goals and strategies.

Key Responsibilities

- The main purpose of my role was to Project Manage and deliver the VIP & SLG Service Desk Support Project, including the support model across the Department of Defence resolver groups and vendors;
- Tasked to lead and facilitate workshops to collect data from the Defence Resolver Groups and vendors to define a new business model and develop roles and responsibilities for the VIP and SLG Service Desk;
- Facilitation of weekly project board and project team meetings to drive effective communication to ensure project remained on track and met all key milestones throughout the project;

- Project Manage the Parliamentary Document Management System (PDMS) Application and Infrastructure Project to enhance the delivery of a web-based system for managing parliamentary correspondence;
- Delivery of the business requirements specification for the PDMS to confirm they met stakeholder expectations, signing off key project deliverables, such as business requirements, test cases and test reports;
- Managing key internal and external stakeholder relationships to ensure business processes and procedures were captured and adopted.