
Program Manager, Infrastructure & Applications

Banking, Insurance, Health, Government, Transport

Double Degree and MBA Educated IT delivery professional who is a results driven, engaged and motivated Program Manager having delivered multiple high-profile, large-scale complex and challenging Programs of Works in particular a number of Digital Transformation, Application Support and Infrastructure services projects. Currently offering over 25 years' worth of industry expertise to my clients that sit within the Government sector I am able to offer a bespoke business solution that is aligned to the current and future needs of your organisation.

WORKPLACE ATTRIBUTES & KEY BUSINESS SKILLS

- Consultation Management
- PMBOK & PRINCE2 Frameworks
- AGILE based Methodology
- Digital Transformation Projects
- Critical Business Environments
- Stakeholder Relationships
- Stakeholder Management
- Mapping & Business Analysis
- Advanced Root Cause Analysis
- Program Planning & Delivery
- Strong Influencer of People
- Business Negotiation Skills
- Change & Transformation
- General Leadership & Management
- Implementation & Delivery

EDUCATION & TRAINING

Master of Business Administration

Deakin University, Melbourne, 1997

Bachelor Degree of Economics

Macquarie University, 1992

Bachelor Degree of Science

Sydney University, 1995

Graduate Diploma of Applied Corporate Governance

Governance Institute, 2012

Project Management Professional, (PMP), Project Management Institute, 2011

ITIL V3 (F), Proactive Services, 2009

PRINCE2 (F), PRINCE2 (P), Monash Professional, 2008

Chartered Practicing Accounting Professional, CPA Australia, 1995

PROFESSIONAL EXPERIENCE

Department of Industry Innovation & Science
Senior Project Manager

March 2017 – Present Date

Tasked to provide executive level consultative service and delivery of services for the Scalable Workforce project. Successfully delivered this new capability, an outsourced resource model to AusIndustry in just 16 weeks which led to the Department gaining additional grants for new programs of works.

Key Responsibilities

- Senior role in the business tasked to consult with and then oversee an large-scale scalable Workforce Services model and implementation of a delivery framework and methodology for AusIndustry Business Grants Hubs;
- Managing an large-scale, complex internal resource pool of IT talent skills for the project coupled with engaging with additional 3rd party preferred suppliers to ensure the smooth delivery and handover of works on time;
- Leading a team of over 100+ resources on site working across People, Process and Technology to ensure the project delivered a capability structure at the vendor's site whilst connecting to Department of Industry systems;

- Providing executive level stakeholder management and engagement with multiple levels of senior management of AusIndustry to ensure an orderly delivery of business change and transformation using an outsourced model;
- Writing the detailed project scope of works, developed business case approval and supporting documentation, and engaging across all aspects of procurement services and the approval of external key supplier relationships;
- Successful managed the delivery and handover of a bespoke technology based solution working closely with internal IT functions and teams to ensure a seamless solution was available without impacting customer service;
- Presenting at stakeholder training workshops in conjunction with the external provider to ensure a fully trained workforce was made available to complete Grants Program activities in line with stakeholders expectations;
- Completion of all on-boarding activities working closely with multiple external agency staff to meet security clearance requirements as well as all other departmental logistical requirements to the agreed schedule;
- Successfully developed and then implemented a number of streamlined continuous improvement processes, frameworks and techniques to increase employee productivity, reduce costs and save time for the business.

**Australian Bureau of Statistics
Program Manager, Digital Transformation Project**

April 2016 – Present Date

Reporting into the Director, Statistical Business Transformation Program engaged to provide project management consulting services for a portfolio of projects across data acquisition, dissemination and integration platform infrastructure.

Key Responsibilities

- Initially performed a detailed overview and assessment of all project management capability gaps across the PMBOK knowledge based services and areas of the business, engaging with stakeholders to define needs;
- Brought on to contribute to the overall technology road map and strategy plan for Information technology based projects and a large-scale digital transformation project of works filling in all capability gaps identified;
- Successful mentoring, coaching, training and development of personnel on the use of project management tools we executed and implemented during a project roll-out phase, presenting at multiple stakeholder workshops;
- Developed a project schedule template, aligned with the Digital Transformation Office (DTO) method to be used by the project management team and delivered tailored risk management training program of works;
- Successfully project managed the delivery of a high profile, high-value JIRA based risk and issue management tool, from conceptual phase including the design and implementation for consumption by the whole SBTP program;
- Complete review of all project management documentation used within the PMO to streamline business processes and procedures used to increase employee productivity, thus saving time, cost and resources needed;
- Working closely with the project management and delivery teams to complete a quality assurance review performed by the external quality assurer and provided advice and/or execution of remediation activities;
- Ensuring all project works is in line with Governance frameworks, across all aspects of auditing and compliance;
- Improved the quality of project management artefacts including project management plans and project proposals.

**Transport for NSW
Senior Project Manager, NSW Centre for Road Safety**

September 2015 – February 2016

Reporting to the Principle Manager for Road Safety tasked to successfully lead and manage the delivery and handover of a large-scale high-value digital road safety education project for NSW Centre for Road Safety.

Key Responsibilities

- The purpose of my role was to successfully manage the Safety Town Release 2 project which was a highly complex, challenging and major IT web based services update project to a road safety education and development website;
- Communicating closely and building mutually beneficial working relationships with multiple internal and external stakeholders and preferred digital supplier and vendors, negotiating on deliverables and costs to save money;

- Allocation of project resources required during project ramp up phase to site, managing processes and people to ensure we meet set requirements using a mixture of direct and matrix management methodology approach;
- Controlled the entire digital transformation project design, including aspects of software development life-cycle and the allocation of all project schedules using an Agile based methodology, structure and framework;
- Handling all content sourcing, project delivery and testing life-cycle phases, including WCAG compliance;
- Effectively control and manage risks, issues, dependencies and changes in scope of works, preparation of project estimates, costs associated to program delivery and review, analysis and track of financial spend each day;
- Successfully delivered the Road Safety Education website release for phase 2 working across people, business process and technology components for the R2 project on time, visit www.safetytown.com.au for information;
- Delivery of an engaging road safety education website with innovative educational approaches;
- Conducted a number of independent pilot testing in a number of schools throughout NSW to gather feedback;
- Develop ongoing engagement model to maintain current use of the website.

**National E-Health Transition Authority (NEHTA)
Senior Project Manager, Digital Transformation Projects**

December 2014 – July 2015

Brought on to consult with, engage and the deliver a suitable solution that supports the National vision for eHealth for Australia, using an agile based methodology and approach to then project manage and lead the uptake of eHealth solutions and to successfully track, progress and accelerate the adoption through the health system.

Key Responsibilities

- Providing consultative level services and project management delivery to the following portfolios of works on time and in budget; NEHTA Online eHealth Registration Portal Project, ISM accredited solution, internal organisational change management stream and an ITIL based Service Delivery Management framework and workflow system;
- Project managed and delivered key external stakeholder reports regarding the acceptance of the new service engaging closely with multiple stakeholders from the Department of Health and Department of Human Services to gather business requirements and identify needs in the short, medium and long-term;
- Delivered a large-scale internal IT training workshop and program to support the new services delivered.

**Transport for NSW
Senior Project Manager, NSW Centre for Road Safety**

January 2012- December 2014

Reporting to the Principle Manager for Road Safety tasked to successfully drive and support the improvement and handover of multiple digital transformation website projects for NSW Centre for Road Safety all handed over on time.

Key Responsibilities

- The purpose of my role was to deliver exceptional project management services to NSW Centre for Road Safety program working on the top 100 Roads project managing the Safer Roads NSW website working across R2 & R3;
- Delivery and handover of a Child Restraints Safety Rating website and the Sydney Clearways website for more information please see www.transport.nsw.gov.au/clearways and www.childcarseats.com.au;
- Managed the upgrade and delivery of a High Performance Vehicles integration project with www.carsales.com.au
- Completion of the Road Safety Auditors website www.roadsafetyregister.com.au working on R2 to handover;
- Improved the design and function of the Road Safety Education website – www.onthemove.nsw.edu.au and the Road Safety Town Education website – www.safetytown.com.au
- Successful review and analysis of Speed Zone Review Management application using JIRA;
- Doubled website traffic to Road Safety site upon delivery of High Performance Vehicles streams;
- Delivered successful organisational change management stream to 60 RMS staff in 5 regions across the state;
- Delivered and documented training program for the Speed Zone Review management application on time;
- Identified, procured and implemented a suitable web accessibility technologies viz. ReadSpeaker on time.

Commonwealth Bank of Australia
Senior Project Manager, Enterprise Services

July 2011 – January 2012

Reporting to the Head of Project Delivery Services, the primary purpose of my role was to delivery effective program of works and oversee all project operations to deliver quality outcomes for the Commonwealth Bank of Australia.

Key Responsibilities

- Engaging with multiple business IT stakeholders and IT vendors to identify needs of people, processes and new technology to ensure we handover over each scope of works time whilst business as usual activities remain;
- Using the PMBOK based project management methodology to drive multiple application and infrastructure projects for CommInsure and Group Finance for both domestic and international consumption working across Wholesale Insurance Call Recording, Operating Expense Management System, AS400 Platform Refresh project;
- Support the delivery of the five year technology roadmap for CommInsure future state as per stakeholders needs;
- Control project schedules surrounding the project design plan associated with CBA project methodology framework and structure controlling all project risks, issues, dependencies and changes in scope and variations;
- Prepare project estimates, manage and track financial spend on each portfolio of works in line with budgets;
- Project managed, delivered and handed over our Wholesale Insurance Call Recording project, Operating Expense Management System project, and gained initial funding gate approval for AS400 Platform Refresh project;
- Completed first phase of Technology Roadmap for CommInsure as per stakeholder's individual requirements;
- Performed quality control checks reviewing the work of resources to site surrounding project plans, project schedules, risk and issue management, and all cost estimates to ensure no errors are made which subsequently improved customer service and our working relationship with CommInsure IT technology team;
- Mentored a number of project managers to achieve successful project delivery on time.

PREVIOUS EMPLOYMENT HISTORY

IAG | Portfolio Manager, Corporate Services | August 2009 – May 2011.
Qantas | Senior Project Manager, Airport Safety System | June 2008 – June 2009.
WestPac Banking Corporation | Program Manager | February 2004 – May 2008.
AMP Wealth Management | Senior Business Analyst, Project Lead | 1995 – 2003.
National Mutual | Business Systems Manager, Business Analyst | 1986 – 1995.

MEMBERSHIPS & AFFILIATIONS

Current Member, Project Management Institute (PMI).
Current Member, CPA Australia.