
TEST MANAGER, BUSINESS ANALYST, PROJECT MANAGER

Australian Federal Government Agencies & Police Intelligence Units

I am an extremely loyal, hardworking and multi-faceted business professional who has worked across many levels of IT from an Senior Analytical, Testing Management & Delivery, Project Management, Business Analyst, Service Delivery and leadership perspective working for Government agencies and entities such as the Australian Federal Police and The Australian Department of Immigration and Border Protection.

KEY SKILLS & ATTRIBUTES

- Strategic Business Leadership
 - Critical Thinking & Analysis
 - Complex Problem Solving Skills
 - Advanced Stakeholder Reporting
 - Quality Centre Fundamentals
 - Test Management & Test Delivery
 - Project Management & Delivery
 - High Persuasion Skills
 - Excellent Negotiation Skills
 - Facilitation of Workshops
 - Advanced Writing & Presenting
 - Government Sector Clients
 - Improvement Frameworks
 - Immigration Protection Skills
 - Advanced Intelligence Analytics
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TRAINING & METHODOLOGY FRAMEWORKS

Project Manager Certificate, Agile Digital
Test Analyst & Test Management Certificate, International Software Testing Qualifications Board (ISTQB)
Business Analyst Course, Thomsett
Project Management Course, Thomsett
Leadership Training Course, Professional Australian Public Service Course
Report Writing Skills Course, Professional Australian Public Service Course
Advanced Writing Skills Course, Professional Australian Public Service Course
Facilitation Course, Professional Australian Public Service Course
Quality Centre Fundamentals Course, Professional Australian Public Service Course
Facial Image Comparison Techniques and Application Course, Professional Australian Public Service Course

Business Methodology Frameworks & Approach
Agile, LEAN, Prince2, Waterfall, Joint Application Design (JAD)

PROFESSIONAL EXPERIENCE

Australian Federal Police, Canberra
Lead Intelligence Analyst

February 2017 – June 2017

The Australian Federal Police is the principal federal law enforcement agency of the Australian Government with a unique role to investigate crime and to protect the national security of the Commonwealth of Australia.

Key Responsibilities

- Work with senior level stakeholders and Federal Police and Government officials, lawyers and additional Intelligence Analysts the purpose of my role was to successfully lead and develop a complex, court-ready submission to be used for the prosecution of an alleged criminal;
- Successfully do a comprehensive review and analysis and collate and link complex data technology and subsequent evidence in the form of text messages, emails, telephone conversations and social media messages to form a picture of the alleged criminal's activities and intent and so forth;

- Conduct face to face interviews with victims of crime, including a special needs victim, to detail their accounts and interactions with an alleged criminal gathering information and documenting such information for court purposes;
- Review financial bank statements and financial records and link transactions to instances of alleged fraud.

Immigration & Border Protection, Canberra
Acting Business Director

September 2016 – December 2016

The Australian Department of Immigration and Border Protection is a department of the Government of Australia that is responsible for immigration, citizenship and border control.

Key Responsibilities

- Requested to manage a section of the business as Acting Director consisting of 4 teams with 35 staff in total, responsible for providing second and third level support to immigration clients to ensure customer satisfaction;
- Report on objectives, outcomes and performance to Senior stakeholders with developing a suitable and cost effective solutions to improve the support teams ways of working in collaboration together;
- Manage the risk assessment and associated financial cost risk management activities for the group, planning and tracking financial budgets and PnL discussing any issues observed in a proactive manner with stakeholders.

Immigration & Border Protection, Canberra
Transformation & Change Manager

January 2011 – January 2016

Key Responsibilities

- The purpose was to successfully identify and develop organisational change strategies, developing suitable cultural change, tracking and monitoring such changes during times of transformation within the business;
- Communicating with stakeholders to develop appropriate training material and documentation so everyone in the business understand system or process change and is able to benefit with immediate effect from such changes;
- Undertake benefits projection and benefits realisation exercises to ensure business transparency of harvestable and non-harvestable benefits, mentoring, supporting and coaching multiple business areas through ICT application changes and associated business process amendments.

Immigration & Border Protection, Canberra
Business Analyst
Key Responsibilities

January 2012 – January 2016

- Additional role in the business working as the Technical Business Analyst, gathering business requirements from multiple business stakeholders, identifying and communicating the needs of the business or project clearly;
- Writing and developing comprehensive business cases for senior stakeholder level sign off, negotiating on terms of deliverables, funding required and suitable allocation of resources to sites during project delivery phase;
- Facilitate workshops using AGILE, Waterfall, Prince2 and Joint Application Design methodologies to complete all configuration specifications and requirements in a proactive manner meeting the needs of multiple stakeholders;
- Document and maintain system processes improving and streamlining our business processes and procedures;
- Develop quality assurance plans and test scripts, supporting and managing all testing defects observed to complete resolution to ensure client satisfaction and the quality of works handed over is maintained at all times;
- Communicate key insights and findings to project teams sharing my skills, knowledge and technical expertise with
- Successfully gained approval on multiple BAU and live projects from key business stakeholders allowing us to develop and enhance the portfolio of systems, data and processes for The Australian Department of Immigration and Border Protection.

Immigration & Border Protection, Canberra

January 2012 – January 2016

Project Manager

Key Responsibilities

- Dedicated IT Project Manager on client site to successfully drive the delivery of all projects from concept to handover phase leading and supporting a project delivery, testing and quality control team to ensure all project milestones are met on time, identifying any risk associated to each project and communicating with stakeholders;
- Allocation of project resources to site during project ramp up phase, measuring key performance indicators and the quality of works handed over to client to ensure customer retention and complete satisfaction;
- Develop project plans that identify key issues, approaches and performance metrics;
- Successfully planning the project times lines, schedules, key project milestones and deliverables communicating the scope of works to the project delivery teams in a clear manner;
- Manage project budgets implementing appropriate cost risk management strategies to business stakeholders;
- Successfully delivered and handed over the project requirements and manage the transition to BAU and production defect handover process with business stakeholders on time.

Immigration & Border Protection, Canberra

January 2012 – January 2016

Test Manager

Key Responsibilities

- Successfully promoted again within the business into a Test Management and leadership role, the purpose of my role was to successfully lead the test management team who are working within a project or programme of works;
- Successfully identifying mission critical quality assurance success factors in line with stakeholders needs;
- Developed the test entry and exit criteria plans sharing my knowledge and advice with business stakeholders and the testing team, drafting all relevant test plans and test scripts in a timely manner in line with the scope of works;
- Compile testing schedules and successfully identifying and managing any testing defects to complete resolution;
- Manage the transition to BAU and production defect handover process after project implementation on time;
- Demonstrate appropriate business-driven decisions on test management strategies, methodology, framework, structure and techniques.

Immigration & Border Protection, Canberra

January 2011 – January 2012

Helpdesk Team Leader

Key Responsibilities

- Successfully promoted to Helpdesk Team Leader the purpose of my role was to successfully manage and support the training and development and overall performance of the Service Desk team to ensure all KPI's are met;
- Working with ITIL my role was also responsible for identifying better ways of working in line with ITIL frameworks and to successfully gain sign-off and the implement process and procedure improvements;
- Enhance the entire function of the service delivery team providing updated and relevant documentation and information repositories including Standard Operating Procedures (SOPs), information Wikis, 'How To' manuals, induction and training materials sharing my technical skills, knowledge and experience with the team;
- Plan, co-ordinate, develop and conduct suitable training for staff to retain a high performing team in the business;
- Undertake appropriate research and provide suitable ongoing policy advice on complex processing matters identifying and streamlining our ways of working to increase production and produce better customer satisfaction;
- Communicating effectively with internal and external client building mutually beneficial working relationships;
- Provide secretariat support to governance committees, as well as mentor and develop staff in this area.

Immigration & Border Protection, Canberra

March 2010 – January 2011

Defect Test Manager

Key Responsibilities

- The purpose of my role is to manage all the testing release and project based work to the Quality Assurance teams resolving any escalated testing issues or defects observed by the team in a proactive manner;
- Ensuring the entire scope of works, project deliverables and key project milestones are met on time, in budget;
- Writing detailed mitigation plans for any escalated or outstanding test issues, providing a comprehensive assessment, detailed analysis and handling the prioritisation of all defects observed to complete resolution;
- Successfully taking ownership of and managing all upgrades and system enhancements in line with stakeholders needs and individual requirements ensuring we meet contractual obligations and deliver on time;
- Provide effective business leadership and strategic guidance and support to stakeholders to be able to build and maintain a high performing BAU team and a capable service delivery testing environment and structure in place;
- Ensuring clear communication and understanding of progress against operational KPIs through the preparation and presentation of monthly financial and progress reports to the company's senior management and clients;
- Represent both business and ICT stakeholders' view-points in meetings to ensure both business and ICT objectives are met through solution delivery of each portfolio of works;
- Champion the promotion of a trusted and mutually respectful work partnership with the project delivery teams;
- Providing consistent and direct leadership to effectively resolve complex testing issues and developing team members, including trade apprentices and cadets, to enable career advancement.

PREVIOUS EMPLOYMENT HISTORY

The Bike Shed, Workshop Maintenance Manager, January 2006 – February 2010

HOBBIES AND INTERESTS

In my spare time, I enjoy fishing and spending time with my immediate family.

REFERENCES SUPPLIED ON REQUEST
