
IT Business Technology Services Consultant

Professional Services, Business Consultancy, Defence & Government

NV2 Security Cleared

Highly experienced and strategic Business Technology Services Consultant who offers over 35 years' worth of skills and expertise in both general management and technical leadership roles in information technology driven environments. I like to add value in delivering the most cost effective executive management, functional management, consulting or project delivery services or solutions from concept to handover phase. With extensive experience gained in the Public and Private sector, working for Government, Defence and private SME's and enterprise level clients, I offer a proven track record of success in leading the development and implementation of large-scale software systems through all phases of the implementation lifecycle, supported by an extensive understanding of and experience in leveraging information technology for complete business advantage. Throughout my career, I have successfully managed a number of challenging and complex IT projects delivering outstanding results within budget and deadline.

ATTRIBUTES & SKILLS

- Tender Proposal Management
- Complex IT Program Delivery
- Project Management Office (PMO)
- Infrastructure Project Delivery
- Financial Risk & Cost Management
- Stakeholder Relationships
- Strategic Business Consultation
- Vendor & Supplier Management
- Business Analytical Skills
- Strategic Planning & Thinking
- Gathering Business Requirements
- Documentation Improvement
- IT Change & Transformation
- Bridging Communication Gaps
- Executive Business Leadership

EDUCATION & VETTING

Bachelor Degree in Computer Science
University of Canberra, ACT, Australia

Negative Vetting Level 2 SC Cleared Professional
(Renewed August 2016)

Australian Institute of Project Managers (AIPM)
Current Member, 2017

PROFESSIONAL EXPERIENCE

Cushman & Wakefield
Senior Client Relationship Manager

January 2013 – March 2017

Cushman & Wakefield has approximately 43,000 employees in more than 60 countries help investors optimize the value of their real estate by combining our global perspective and deep local knowledge with an impressive platform of real time estate agency business solutions.

Key Responsibilities

- Working across a large portfolio of property services and accounts, my role is to successfully take ownership of end-to-end delivery and handover of property lease management, financial services management and facilities management contracts engaging with multiple clients, managing accounts and stakeholder relationships each day;
- Project managed and implemented a customer services center delivering all frameworks, procedures and Governance required to ensure key performance indicators and service level agreements are met each day;

- Handling all property acquisition and the disposal of client assets managing the needs of the vendor and buyer at all times, providing appropriate end-to-end procurement services as per stakeholder individual requirements.
- Business Operational management and strategic planning and leadership across Service Management, Service Operations, Infrastructure Services, Logistics, Procurements and Operations and Sales delivery teams;
- Design, development and implementation of the 2 year infrastructure services technology road map and plan with key stakeholders needs and future business requirements.

Cushman & Wakefield

July 2015 - March 2017

Client Retention & Relationship Manager, WestPac Service Delivery Team

Key Responsibilities

- Seconded to the WestPac Service Delivery team to ensure the successful and ongoing relationship with WestPac as a client, engaging from an IT perspective to ensure we meet all SLA's and KPI's as per contract agreement;
- Forming mutually respectful relationships with all levels of stakeholders, managers and IT team members, implementing a brand new service delivery processes, framework and structure to ensure customer satisfaction;
- Acting as the representative at Project Control Group meetings between Westpac and Cushman & Wakefield providing updates to IT activity that impacted Westpac communicating effectively with business stakeholders;
- Initiated a data cleansing projects across the IT operations business unit which resulted in an increase in productivity, issues been resolved at a faster pace and impacted customer retention and service delivery results;
- Supported the Service Delivery group on all aspects of IT ranging from reporting, systems access and the introduction of new business systems and applications and the de commissioning of infrastructure when required;
- Took part in stakeholder strategy meetings to plan and develop the existing IT infrastructure and implement the 5 year technology road map, and the delivery of a new portal development and release strategy for the client;
- Successfully project managed the relocation of the Property Call Centre from Melbourne to Sydney on time.

Cushman & Wakefield

March 2015 – June 2015

Client Retention & Relationship Manager, DFAT Rebid Team

Key Responsibilities

- Contracted to successfully lead the development of a strategy plan for the DFAT team, preparing the draft submission for tender completing a comprehensive assessment and review of all options available for inclusion;
- Engaging closely with multiple key business stakeholders and key account manager to identify needs with the most cost effective IT solution, reviewing and editing all information and data gathered on client presentations.

Cushman & Wakefield

July 2013 – March 2015

Change Manager, Global Property Systems Project (GPS)

Key Responsibilities

- Tasked to manage all change and transformation regarding the upgrade and implementation plan of Cushman & Wakefield's ERP, JD Edwards, from XE to E1, delivered all key project milestones on time and within budget;
- Managed and supported the reporting portal conversion from XE to E1 for Release phase1 and 2 on time;
- Project coordinated and delivered multiple training and change management workshops across the service delivery and IT Support teams to ensure they understood the new systems and it's complete benefits;
- Steered committee meetings to multiple key business stakeholders to ensure an accurate single source of truth documentation framework and structure across all business groups meeting stakeholder requirements and needs;
- Managed and supported all aspects of new business security processes and procedures during the change and transformation phase and ongoing implementation during the entire PMO release phase.

Commonwealth Department of Health and Ageing
Senior Project Manager

July 2010 – December 2012

The Commonwealth Department of Health and Ageing is continually leading and shaping Australia's health system and sporting outcomes through evidence based policy, well targeted programmes and best practice regulation.

Key Responsibilities

- The primary purpose of my role was to successfully enhance and improve the overall capability and transparency, accessibility, accountability and quality of public and private health and aged care service provision for Australians;
- Delivered a healthcare system that promotes an active lifestyle for aging Australians to benefit our health system;
- Working together with the each Australian States and Territories to reduce system and process duplication and identify needs and gaps in order to successfully deliver a more efficient and effective health and aged care service;
- Completed a comprehensive review and evaluation of the tender response and RFP, RFI for the National TelePresence System (NTS) project responding to all requirements needed to be presented in the documentation;
- Project managed the development of a Requirements Definition for the procurement, installation and support for a National TelePresence System (NTS) for the Commonwealth Department engaging with key stakeholders;
- Successfully evaluated, reviewed and responded to the project for an extended warranty for a Video Conferencing System for the department including the management and delivery of such project to complete handover phase;
- Completion of all acceptance testing phase for each project delivered in line with stakeholder and business needs;
- Engaged with multiple business units to deliver the eBusiness project capabilities, structure and new frameworks transforming and shaping the way we deliver and enhance all web based applications and projects in the future;
- Delivered a number of relocation projects for the department ensuring all IT infrastructure, systems and BAU activities was not effected often working in tight deadlines after hours to ensure smooth delivery and handover.

Commonwealth Department of Defence, Defence Support Group
Business Analyst, Garrison Estate Management System (GEMS)

February 2010 – July 2010

The Australian Department of Defence is a department of the Government of Australia charged with the responsibility to defend Australia and its national interests.

Key Responsibilities

- The purpose of this short-term contract role was to meet with multiple Defence business stakeholders, communicating and listening effectively to identify their individual needs to develop a business case for sign off;
- The project involved the complete consolidated service delivery program tasked to innovative, and provide an agile based cost effective support service and framework that enhances the delivery of Defence service structure;
- Identifying and mapping data fields from the legacy systems to the new system data definition, providing a complete analysis of the legacy systems data quality to provide data cleansing options and ongoing strategy plans;
- Partnering with 3rd party suppliers and vendors to seek out new business opportunities for external organisations to provide electronic data feeds to the GEMS application negotiating the terms of contract and costing structure;
- Communicating effectively with the Health's outsourced IT Operations and IT vendor provider, IBM each day;
- Designed and implemented a new Memorandum of Understanding (MOU) covering the IT aspects of support for the disengaged Agency, delivering and presenting at a number of training workshops across the business.

SHORT-TERM PROJECT BASED ASSIGNMENTS

Senior Project Manager, Property Management Tender Submission

Cushman & Wakefield's April 2013 – June 2013

Senior Project Manager, Property Management RFT Submission

Cushman & Wakefield's January 2013 – February 2013