
Senior Business Manager, Data Analytics Expert

Defence, Government, Security, Information Technology & Infrastructure

Negative Vet 1 Security Cleared Senior Business Advisor and Data Analytics expert who has been also responsible for managing, supporting and delivering security services to Federal and ACT Government agencies in my professional career. I am able to define and develop and then implement bespoke risk management assessment, reviews, reports and plans as per stakeholder requirements and can comfortably engage at all levels of a business regarding AGSVA regarding all aspects of security clearance. I have undertaken a number of projects surrounding Government and Defence related audits and investigating suspected security breaches and anomalies providing security incident reports for senior management and clients.

ATTRIBUTES & SKILLS

- Business Operating Procedures
- Change Management
- Transformation Projects
- Data Analytics
- Mission Critical Environments
- Stakeholder Relationships
- Senior Business Consultation
- Process & Business Analysis
- Advanced Problem Solving Skills
- Strategic Planning & Delivery
- Key Influencer of People
- Excellent Negotiation Skills
- IT Upgrade Programs of Works
- General Management
- Process Improvement Frameworks

EDUCATION & TRAINING

Certificate IV Security & Risk Management

Currently completing, 2017

Certificate II in Security Operations

Senior First Aider in the Workplace

Level 2 Qualified

Firearms Accreditation and License

Introduction to Defence Intellectual Property

Complex Procurement (Defence)

Simple Procurement (Defence)

ROMAN Introduction (SAP Defence)

Carry out Basic Procurement (Defence)

Objective User Training, Objective Workplace Trainer

Web Editor and Publisher

Performance Management for APS

Merit Selection and Recruitment

Emergency Management Fundamentals

Basic Writing Skills, Intermediate Writing Skills

Responsible Record Keeping

Introduction to Financial Delegations, Introduction to Financial Management

Apprenticeship in Radio and TV Mechanics

PROFESSIONAL WORK EXPERIENCE

Hewlett Packard Enterprise, Canberra**September 2016 - Present Date****Data Analyst, Administrator, End User Computing (EUC) Desktop Refresh Program**

Hewlett Packard Enterprise (HPE) offers worldwide IT, technology and IT enterprise products, solutions and services. Assigned as a contractor with a Defence and Government client working on the EUC Desktop Refresh program of works.

Key Responsibilities

- Working via HP for a Defence client on Government based account to successfully support all data migration and data analytics surrounding the EUC Desktop Refresh Program of works engaging with business stakeholders;
- Advanced use of MS Excel and data management including data manipulation of large amounts of data using Excel functions such as Pivot tables, VLookups, IF Functions and Macros as per project scope of works and milestones;
- Receiving Asset data files from onsite Technicians and converting files to Excel format for data manipulation and then converting and uploading files onto a database, managing, updating and modifying data records and validating all data in order to successfully maintain data accuracy and the integrity of the database within Defence;
- Checking import error logs, resolving errors with onsite technicians, manipulating all data in Excel using macros and tracking and monitoring sites for completion based on data received in a timely and professional manner;
- Escalating technical issues or hardware faults identified in reports from onsite Technicians to the ICT Service Desk for complete resolution assigning and reassigning tasks to appropriate recipients via DSMS in a proactive manner;
- Monitor and track and review the Group mail box, receive and process data files and analysis the data to produce statistic reports for team leaders and key business stakeholders working in the Government and Defence sector;
- Follow up on expected data files that have not been received in a timely manner communicating with peers;
- Track and report on the progress of a very full schedule of multiple survey and IT site deployment activities;
- Resolving any hardware faults were possible and redirecting other faults to the most appropriate help desk.

SNP Security, Canberra**May 2012 – June 2016****Senior Business Security Advisor & Strategic Manager**

SNP Security is a national Australian security firm with a Canberra based office. I had been employed with SNP Security for nine years before joining the Department of Defence for 14 months, to where I returned to SNP after the company hunted me and offered a senior management position.

Key Responsibilities

- Headhunted to return to the business during times of significant transformation and change in a Senior level role responsible for the smooth running of the Mobile Patrols and Cash in Transit (CIT) division for the Canberra office;
- General management and leadership of Patrol and CIT staff, undertaking risk assessments, liaising closely with clients and stakeholders and identifying areas of opportunity and growth for the business each month;
- End to end account management and support of new business client accounts building solid working partnerships and key business relationships with multiple key stakeholders and new and existing business clients each day;
- Managing all aspects of service delivery to ensure customer satisfaction as per KPI's and SLA's in place, managing all aspects of standard business operations and transport and logistical operations arm for the business each day;
- Key stakeholder relationship management, negotiating the terms of deliverables and contracts to ensure a cost effective solution is delivered to our valued client with maximum profits results and growth for SNP Security;
- Responding to tender's, bids, RFI's and RFP's managing all aspects of the tender process from concept to delivery;
- Management of staff ensuring each team member maintains our code of conduct handling any issues that arise on site by engaging closely with HR surrounding performance management and ongoing recruitment;
- Working in an open, positive and supportive work team that is also fast paced, ever changing and dynamic business environment responding to the needs of the business and the client in a proactive and professional manner at all times.

**Department of Defence, Canberra
Chief Information Officer Group (CIOG)**

March 2011 – May 2012

The Australian Department of Defence is a department of the Government of Australia charged with the responsibility to defend Australia and its national interests. The Procurement and Contracting Services (PCS) (now CIOG Non-Material Procurement) is responsible for the whole of Group, Branch and Directorate contracting policy and advice issues.

Key Responsibilities

- Engaging closely with Defence personal and stakeholder the purpose of my role was to initially research, create, draft and compile Standard Operating Procedures (SOP's) meeting the individual requirements as discussed;
- Recruitment and retention of employees in the business and general HR activities for the directorate, successfully completing a comprehensive review and assessment and update of PCS position profiles and duties involved;
- Supervision of staff, ensuring all duties are carried out on time, as per project scope of works, often working within short timeframes and business deadlines to ensure we maintain customer satisfaction and stakeholder relations;
- Compiling Briefs, Minutes and Issue papers for Defence stakeholders, handling Senate estimates brief reports;
- Presenting at a number of training and Objective management workshops ensuring each staff member is trained;
- Management of and respond to unsolicited proposals for the CIOG and successful AusTender remediation, engaging closely with CIOG and AusTender stakeholders to negotiate a effective solution for all parties concerned;
- Project managed the PCS Web page management update program working to project deadlines and expectations;
- Took ownership of all PCS induction for new starters, dedicated fire warden and CAPS support administrator;
- Handling all asset management and associated audit functions in-house to ensure we are all working to standards;
- Ensure the integrity of all data and documentation remains intact managing all aspects of record management files communicating any issues observed or better ways of working with the leadership team.

SNP Security, Canberra

January 2002 – March 2011

Static Guard, Mobile Patrol Officer Supervisor, Cash in Transit Guard, 2IC Patrols

SNP Security is a national Australian security firm with a Canberra based office.

Key Responsibilities

- Working in the Mobile Patrol team for SNP security and subsequently promoted a number of times up to a team leadership position my main purpose was to ensure the safety of my crew and our company assets at all times;
- Multiple positions taken during my time here working in various positions such as the dedicated Static Guard, Mobile Patrol Officer Supervisor, and Cash in Transit Guard and 2IC Patrol Officer;
- Dealing with confrontational and challenging situations in a highly professional manner, responding quickly to alarm call outs and managing Alarm Response duties in a proactive manner on customer sites;
- Completion of site visits, patrolling sites and documenting any incidents that arise on site for clients.

EMPLOYMENT REFERENCES

References can be supplied upon your request.