

SKILL SUMMARY

A business professional with over 20 years experience in IT Project Management and Business Analysis, with the following major competencies:

- Strong people management skills - experience in leadership of teams of up to 40 individuals.
- 15 years+ Project Management experience in managing cross functional development teams for a variety of IT projects using both Waterfall and Agile delivery.
- Experienced in Prince2 and PMI practices
- 15 years+ Business Analysis experience in elicitation and documentation of business requirements.
- Industry specific experience within Policing, Finance, Payroll, Transport, and mobile applications.
- Experienced leading internal organisation development teams as well as working with third party external vendors within private and public sector organisations.

QUALIFICATIONS AND FURTHER TRAINING

- Bachelor of Business (Information Systems)
- Diploma in Business (Finance)
- Diploma in Information Technology for Business
- NZIM Diploma in Management
- PRINCE2 Foundations
- Certificate IV in Project Management
- ITILv3 Foundations

PROFESSIONAL EXPERIENCE AND SELECTED ACHIEVEMENTS

New Zealand Police: January 2013 to present

Senior Project Manager ICT (Contract)

Major Achievements:

- Mobility Program Application Delivery (2018 to present)

The NZ Police Mobility program is responsible for the development and support of the NZ Police mobile platform, enabling frontline officers to spend more time policing and less time in administrative tasks at the station. This is achieved by providing frontline officers with access to timely accurate information via a mobile platform consisting of 10,000+ iPhone devices across the following core mobility applications:

- OnDuty: an operational application that provides query, tasking and reporting capability, allowing frontline officers to complete paperwork directly from their mobile device.
- DaS (Deployment and Safety): application providing the current location of officers in the field.
- SAM: situational awareness map application providing near real-time view to officers of other staff and events occurring nearby, based on their location.

My role as Project Manager within OnDuty is to plan, lead and organise releases for the Mobility applications. This involves leading up to 6 cross functional agile delivery teams, producing up to 6 major functional releases each year and multiple maintenance patch releases. As Project Manager I led the reduction in application release cycles from a single major functional application release every 3-4 months, to consistent delivery of major releases every 2 months, with weekly patch releases.

Implemented the Deployment and Safety (DaS) and Situational Awareness Map (SAM) applications, including subsequent addition of functional layers for:

- Officer location
- Bail
- Child Protection Offender Register (CPOR) – 2016-2018.

A large cross agency project with a budget of approximately \$2M this project provided information sharing capability between Police, Ministry of Justice, and Corrections, implementing a register and framework for the management of child sex offenders.

- Serious Crime Investigations and Intelligence (SCIIP) Project (2013-2016)

This project involved the implementation of a third party vendor (Wynyard) application for the management of serious crime investigations and intelligence functions, configured for the specific requirements of NZ Police. This project also included a large data migration sub project, decommissioning of the previous Criminal Intelligence Database (CID). This was a large project impacting across 12 specialist investigations business units within NZ Police, scheduled over 3 years with a budget of approximately \$7M. The SCIIP project successfully went live in August 2015.

Datacom: March 2012 to December 2012

Datacom is a privately owned IT Services provider, employing over 3500 staff, with offices based in New Zealand, Australia and South East Asia. Datacom provides IT Management and Software & Integration solutions.

Lead Business Analyst – Software & Integration

Key responsibilities - Elicitation and documentation of user requirements

Major Achievements:

- Ministry of Education Payroll Quick Wins Project

Working with stakeholders within Datacom's MoE Payroll team to identify and document improvements to electronic timesheet processing for Ministry of Education payroll. Specifically this involved implementing functionality to enable the bulk upload of teacher timesheets and functions for processing start of year and end of year staffing allocations.

- Government Superannuation Fund Authority (GSFA) replacement project.

This project involved the replacement of the legacy business system used by Administrators of the Government Superannuation Fund Authority. Specific deliverables included defining of new reporting requirements and the analysis of a range of change requests required for finalising the overall delivery scope.

- Customs Joint Border Management System (JBMS)

Elicited and documented requirements for the new joint border management system between NZ Customs, Ministry for Primary Industries and Biosecurity New Zealand to replace separate legacy systems.

Snapper Services Limited: Jan 2010 to March 2012

Snapper Services Limited is a wholly owned subsidiary of Infratil, delivering integrated public transport ticketing and small value payments services via contactless smartcard technology.

Technical Solutions Manager/Project Manager:

Key responsibilities - Project delivery

Major Achievements:

- Implemented Total Mobility Project - a joint venture with the Greater Wellington Regional Council to create an electronic system to support the Total Mobility subsidised taxi service for clients with disabilities. This project spanned 12 months with an overall budget of approximately \$700K. This project involved working with payment switching providers, taxi operators and local disability groups.
- Implemented Snapper in taxis nationwide – this involved working with consortium partner TaxiCharge to implement Snapper as a payment method across 23 taxi operators and more than 2000 vehicles nationwide.
- Delivered new Snapper customer website – assisted with the management of scope, delivery schedule, testing and implementation planning for the new Snapper customer website, which resulted in increased sales through the provision of online store capability and improved customer information, transaction history, product information and self-service tools.
- Implemented new infrastructure for bus operator facilities – This project implemented new hardware infrastructure for 5 Wellington based bus depots for the Valley Flyer and Runcimans bus companies (new depot servers, and wireless access points) in order to migrate data collection from existing transport operator based systems to a Snapper managed transaction database.

Career Break

January 2009 – December 2009

I took the opportunity to take a 12 month break from my career to provide full time care for my two children (then 1 and newborn), and relocate my family from Australia back to New Zealand.

ANZ Bank: December 1988 – December 2008

- Employed with the ANZ bank for over 20 years, commencing in New Zealand in December 1988.
- Identified as a high potential employee of the organisation and placed on the ANZ 'Talent Radar'

Business Analysis Competency Manager: Retail and Banking Products Technology March – December 2008

Line management responsibility for a distributed team of 17 technical Business Analysts based between Melbourne and Bangalore, India

Key responsibilities:

- Coaching team members in Business Analysis best practice
- Mentoring and career development
- Resource management and capacity planning
- Setting of Key Result Areas and Performance Management
- Identifying, interviewing and hiring team members
- Peer review of requirements specifications and project estimates
- Continuous improvement of BA practices and artefacts

Major Achievements:

- Implemented quality review with key Business Analysis stakeholders resulting in improved delivery of Business Analysis services
- Defined BA competency framework, enabling alignment of Business Analysis strategy with business unit objectives
- Established regular BA Competency training forums leading to improved level of capability of all team members
- Facilitated cross competency sharing of best practices for Business Analysis with other areas of the wider organisation. This resulted in consistent delivery of BA functions between organisational business units
- Standardised job descriptions and skill levels relating to job roles and grades which provided clearer role accountability and improved performance management
- Standardised BA practice artefacts across diverse project teams resulting in greater consistency between project streams and reduced lead times for new projects

Technical Project Manager

2007 - 2008

Management of the development of software applications for the ANZs Retail Banking division.

Key responsibilities:

- Management of project teams of between 5 to 10 core team members, delivering projects of between 3-6 months duration with approximate budget ranges of \$400-600k, using both Agile and traditional Waterfall project approaches.

Major Achievements:

- iKnow NZ project - Working closely with the New Zealand bank business to customise and implement a front end web based sales application for New Zealand retail bank branches (iKnow NZ Project)
- OnCue Project - Implemented a ticket based queuing and customer MIS system for Australian retail bank branches designed and built in house to replace a previous generic vendor product

Key responsibilities:

- Overall technology ownership of the ANZ telling application, including working with the Australian retail division to proactively identify enhancements and manage ongoing technology changes and maintenance (application and infrastructure)
- Establishment of local (NZ) based development team for the MyTell (NZ) Project.

Major Achievements:

- Working with the New Zealand business to identify requirements for customisation of the Australian web application for implementation into the New Zealand environment.
- Establishment of local (NZ) based development team for the MyTell (NZ) Project.

INTERESTS

- Writing – I studied Professional Writing and Editing at RMIT in Melbourne and am an author with three self-published novels, *Gabriel's Trumpet* (2012) *A Feeling of Contentment* (2016) and *Spin* (2020).
- Public speaking through Toastmasters - past president of the ANZ Toastmasters club in Melbourne
- Languages – I enjoy learning languages and travelling and have learned at various levels; Spanish, French, Italian, German, Russian, Mandarin and Korean

REFERENCES

Available on request