

I am a pragmatic and analytic IT, project management and consulting professional, with significant experience in delivering change to drive continuous improvement and ensure an optimal customer experience.

I put the customer at the front of everything I do, while also successfully managing operational impacts within time, scope and budgetary constraints.

I have wide experience in both the technical and business aspects of project conception, solution delivery and production support, which has given me excellent perspective and broad business acumen.

In addition to my role with the CBA, I am a professional proofreader, specialising in technical and business content across all media.

KEY ATTRIBUTES

- Customer experience advocate
- Focus on delivering value
- Logical approach and attention to detail
- Excellent communication skills
- Ability to manage difficult stakeholders
- Comfortable working with senior management and leadership teams
- Prioritisation of tasks through effective time management
- Application of a continuous improvement lens
- Experienced people manager – able to work independently, as a team member or team leader
- Proactive and adaptable
- Empathetic and approachable
- Recipient of several internal awards

SKILLS SUMMARY

- Internal Consulting
 - Design Thinking
 - Cost estimation for solution delivery
 - Benefits realisation
 - Decision making
- Leadership
 - End-to-end project management, including SDLC and PMLC
 - Project status reporting
 - Staff management and development
- Business and Technical Analysis
 - ITIL methodology
 - Business requirements and traceability to deliver fit-for-purpose and timely solutions
 - Pilot/prototyping, issue resolution, implementation
 - Documentation – user guides, procedures, options packs
 - Agile and waterfall project delivery
 - Problem solving
- Continuous Improvement
 - Process development
 - Process mapping
 - Workshop facilitation
 - LEAN methodology

EDUCATION & TRAINING

- Certificate in Professional Editing and Proofreading, Australian College of Journalism (2015)
- CBA training in ITIL, SDLC, Project Management & Continuous Improvement (2006 onwards)
- BA (Hons) Computer Science, Linguistics and German, Trinity College Dublin (1999)

ROCKET PROOF PROOFREADING SERVICE**1. DIRECTOR – (March 2015 – present)**

I provide a proofreading service for business and personal clients across multiple media channels. My experience covers websites, marketing materials, user guides, CVs, job applications and university assignments, for both native and non-native speakers of English.

I received a high distinction in the final assessment for my professional qualification.

COMMONWEALTH BANK**2. BUSINESS SOLUTIONS CONSULTANT (Sept 2015 – present)**

I provide an internal consulting service for the retail bank, analysing business and customer needs, and identifying and costing potential solutions. I assess multiple complex scenarios, and build a high-level business case to present to the leadership team.

3. SENIOR BUSINESS ANALYST (Jan 2013 – Sept 2015)

As lead BA on credit cards, commercial lending and DocuSign projects, I represented the respective product owners and worked closely with scrum teams, vendors, change managers, solution and application architects, and UX designers, as well as with the back-office operations teams and frontline SMEs. I delivered both high-level and detailed business requirements, technical requirements, and processes and procedures for impacted staff.

4. CONTINUOUS IMPROVEMENT AND POOL MANAGER (Sept 2011 – Dec 2012)

This role involved three main tasks: (i) drive continuous improvement activities across the team; (ii) line-manage a pool of 21 junior and senior systems analysts; and (iii) act as PMO for the team, coordinating resourcing and budgetary needs.

During this time I designed and managed a SharePoint site to provide information to our internal customers, as well as How-To guides and FAQs for the team, in order to boost performance and minimise waste. I also designed and implemented reporting for senior management, making performance visible and highlighting opportunities for improvement.

5. SYSTEMS MANAGER, LENDING AND INSURANCE (Apr 2007 – Aug 2011)

I led a team of 7 systems analysts, who performed 3rd-level production support and delivered minor enhancements and projects for the lending and insurance applications within CommSee and NetBank. I provided on-the-job coaching and reviewed technical documentation, providing appropriate feedback to staff and championing the importance of thorough, clear documentation. I drove and delivered the BAU Handover to Production Support process and document, which are still in use today.

6. TECHNICAL BUSINESS ANALYST, IPAS (Apr 2006 – Apr 2007)

I provided 3rd-level production support and delivered minor enhancements for the CommSee Personal Loans and Credit Card applications. Strong problem-solving, technical and documentation skills were vital in this role.

EMPLOYMENT PRIOR TO 2006

2002-06	Indigo Pacific	Technical Consultant
2001-02	JetForm	Team Leader, Production Support
2000-01	JetForm	Technical Support (English, German & French)
1999-00	Canada Life	Corporate Services Administrator

CONTACT DETAILS

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