Career Summary

* Project Manager of IT infrastructure projects in financial services.
* Transition Manager for outsourcing projects and offshore vendor management.
* Full systems development life cycle (SDLC) experience with both Waterfall and Agile.
* IT technical background since 1996 in industries including FMCG, government and management consulting.
* Multi-level stakeholder experience with management, product owners, risk officers and service providers.
* Worked in many European countries and throughout Australia for various system implementations.
* British citizen – continued working for an Australian bank for 1 year after returning to live in the UK in 2014.
* ScrumMaster certification.

Professional Experience

Project Manager

Suncorp (Australia's largest general insurer and leading regional bank)

March 2012 to August 2015 | Sydney, Australia and Hertfordshire, United Kingdom

Guided cross-functional IT infrastructure teams across multiple locations by facilitating planning, stand-up (with the Jira tool), risk management, retrospectives and status reporting. Projects and responsibilities included:

* Transition Manager for a successful Mainframe outsourcing project to a managed service provider (IBM)
* VMware vSphere upgrade
* Citrix virtual desktop rollout
* Mainframe CICS upgrade
* Automating deployments for private cloud services
* Implementing a new asset management solution hosted in a public cloud
* Hardware installations into a lights-out data centre
* Facilitating weekly Change Management governance meetings within an ITIL framework
* Managing service provider risk and compliance obligations.

Focused on delivery excellence by listening and adapting to customer needs. Switching between servant leadership and directive leadership as required.

Key Achievements

Transitioned critical Mainframe platform to a managed service provider

Led a £1 million, multi-streamed project in the role of Transition Manager to outsource Mainframe & AS/400 services to a managed service provider (IBM) for systems transacting over £2 billion annual revenue, consisting of:

* A HR stream; supporting a team transitioning their employment and knowledge transfer to IBM.
* A risk stream; led a delivery team to implement vendor governance, security controls and disaster recovery.
* A system migration stream; overseeing IBM and their interfaces with internal IT resources to transition critical systems to external data centres. Ensuring deliverables are met for IBM’s payment milestones.
* A business stakeholder stream; to reinforce commitment to the solution, organise implementation planning and coordinate user acceptance testing.
* A post-implementation audit stream; facilitating external audits by KPMG and PwC for financial regulators.

Key Achievements cont.

Offshore Vendor Management with IBM China

Transition Manager leading a delivery team of SMEs to build a database of standard operating procedures and training materials to use for knowledge transfer with offshore engineering staff at IBM in China.

* Utilised Lean coaches and cultural awareness training for onshore staff to help with writing standard operating procedures and making instructional videos.
* Used video conferencing to conduct virtual knowledge transfer sessions between onshore and offshore teams, including a comprehensive induction. Focused on building relationships between onshore and offshore staff to achieve effective knowledge transfer and the ongoing performance of the initiative.
* Collaborated with platform team leaders and the product owner to make budget forecasts and design performance metrics for identifying the development needs of vendor staff.

Virtual Desktop Rollout

Deployed a new Citrix virtual desktop solution to approximately 3,000 people in multiple offices and business critical call centres.

* Led teams of up to 16 people over several months to train and assist end-users by day and rebuild up to 500 devices on rollout nights.
* The teams consisted of several SMEs plus many contractors who were trained in-house for the project.
* As a second phase to this project, led a team to rebuild 7000 client devices in 3 months.

Professional Experience cont.

Systems Engineer

Suncorp

May 2005 to February 2012 | Sydney, Australia

SME for directory services products and server operating systems from Sun, Microsoft, Novell and VMware.

Key Achievements

* Lead engineer for Sun Directory Server design and implementation, enabling a new enterprise-wide access & identity management solution.
* Played a key role in the Suncorp-Promina integration project, following the multi-billion dollar acquisition of Promina. Collaborated across a large project team created from the newly merged company for the coexistence design and implementation to integrate the two companies DNS, identity management and server environments.
* Novell NetWare server installations for an upgrade project to insurance branches throughout Australia.

Professional Experience cont.

Technical Analyst

Mars (Confectionery, Food & Pet Food Manufacturer)

Feb 2003 to May 2005 | Sydney, Australia

Novell Administrator

Department for Planning & Infrastructure Western Australia (State Government)

Oct 2002 – Nov 2002 | Perth, Australia

Technical Support Officer

Parliament of Western Australia (State Government)

Jul 2002 – Sep 2002 | Perth, Australia

Senior Technical Analyst

Hewitt Associates (Management Consulting)

Jun 1996 – Dec 2001 | St Albans, United Kingdom

Key Professional Training & Certifications

Jan 2014 Certified ScrumMaster

Nov 2013 Ensuring Delivery of Value and Quality in Agile Projects course

Oct 2013 Lean fundamentals course

Sep 2013 Leading Teams: Building Trust and Commitment course

Jul 2013 Agile Project Management course

Dec 2004 Certified Novell Engineer

References

References are available on request.