

# Curriculum Vitae

Kyle Grace

*Developing Strategy, Delivering Results*

**Phone:** +61 412 371 002

**Nationality:** Australian Citizen

**Email:** [kyle.grace@outlook.com](mailto:kyle.grace@outlook.com)

**Language:** English

**LinkedIn:** [www.linkedin.com/in/kyle-grace](http://www.linkedin.com/in/kyle-grace)

## Overview

A cutting-edge expert with many years of professional services and consulting experience for Australia and the World's largest Enterprises, specialising in the Things that People Do.

Adding value to people and organisational journeys by sharing knowledge, connecting ideas, and improving performances, in balanced, pragmatic, and interesting ways.

Experience centred around Business Analysis, defining needs and translating requirements between stakeholders, on projects including International Research Platforms, Enterprise Grade Workflow Engines, World-First Exchange Systems, and Cutting-Edge Technical Solutions.

## Focus Areas

Providing high level strategic support and detailed project deliverables across the following areas:

<b>People</b>	Customer Evaluation. Stakeholder Assessments. Workshops. Stakeholder Experiences. Stakeholder/ Change Impact Assessments.
<b>Process</b>	Process Workshops. Process Documentation. Process Modelling. Suppliers, Inputs, Process, Outputs, Customers. Layers and Levels.
<b>Technology</b>	Sources of Truth. Architecture. System Diagrams. Data Definitions. Data Models. Integrations. Data Visualisation. Privacy Impact Assessments. Technical Requirements (Functional and Non-Functional). Process Improvement Initiatives. Confidence.
<b>Skills</b>	Business Analysis, Problem Solving, Consulting, Change Management, Business Process, Software Documentation, Process Improvement.

## Youth Support and Advocacy Service (YSAS)

### Senior Technical Analyst

March 2022 – Current

#### Responsibilities:

- Assessed Human Resources (Subscribe HR), Payroll (Payroll Metrics), and Finance (Business Dynamics) systems and processes for **~360 Staff across 19 Locations**.
- Collated, categorised, and prioritised over 100 improvement initiatives including training, configuration, and development across 8 business/ vendor areas.
- Conducted Business and Technical Workshops, Produced Requirements Specifications, Process Modelling, Problem Solving and General Support.
- Implemented improvements including Payroll Outsourcing, System Configurations, Process Improvements, and Integration.
- Consulted on initiatives such as a Data Warehouse Solution and System On/Off-Boarding.

#### Achievements:

- Documented **30+ Human Resources, Finance, and Payroll Processes** at Level 3.
- Implemented Integration improvements through Vendor relationships.

## University of Melbourne

August 2016 – October 2021

Senior Business Analyst

#### Responsibilities:

- Delivered support for 22 substantial projects across **Finance, Human Resources, Governance, Student Experience, Researcher Experience, and Infrastructure**. *A detailed list is available on request.*
- Users included **30k Staff, 90k Students**, and various Suppliers, Vendors, Affiliates, Semi-Autonomous Bodies, and Prospective Collaborators.
- Systems included Oracle (HR, Finance, Payroll, Research), Visual Risk/ GTreasury, Gallagher Access Control, Salesforce, Dell Boomi, Apptio, ServiceNow, Lunr, Meridian, Archibus, Infonetica, Scala, and the Microsoft Suite including Visio and Microsoft 365.
- Techniques included Functional Requirement Specifications, Non-Functional Requirement Specifications, User Stories, Privacy Impact Assessments, As Is and To Be Process Documentation, As Is and To Be System Diagrams, Data Definitions, Integration Data Mapping, Decision Papers and Packs, Project Brief's, Project Assessments, Policy Reviews, and Solution Outlines.

#### Achievements:

- Complex agile design & development on a Facilities/ Campus Services workflow tool (ServiceNow) implementation with Asset Management implications across multiple support areas including Plumbing, Electrical, Maintenance, Grounds, Lifts, Emergency Fire Services, and Security.
- Systems and Custom Code analysis for Senior Management/ Executive on Budgeting & Planning (Hyperion) and Student Scenario Modelling (Custom).
- Project and workflow analysis and storyboarding on the core University Research Platform including Grants, Research Management, and a transition from Waterfall to Agile delivery.
- Trusted to provide regular input at a strategic, solution, and systems level on the most significant challenges facing the Enterprise.

#### Gadens

September 2013 – April 2016

*Business Process Analyst*

#### Responsibilities:

- Lead and partner with the business to improve productivity, lower costs, and support growth across all Practice areas.
- Specialised focus on Conveyancing and Stream Leasing.
- Process analysis, process mapping, process re-engineer, process improvement and implementation.
- Develop and drive a new National IT agenda and strategy including process alignment, data maintenance, internal workflows, and Client facing websites.
- Project Management on various projects including client driven procurement platforms (Ariba), newly developed national conveyancing platforms (PEXA) and internal workflow tool implementations (K2).
- Client engagement and improvements identification.
- National business requirement sign-off for a complex confederated model.

#### Achievements:

- Analysis, design, lobbying, development, delivery and post-go-live support for a complex end-to-end business and IT improvement solution including internal workflow tool (K2), national eConveyancing platform (PEXA), client facing website (.net/SQL), cut-over, systems integration and organisational restructure.
- Reusable analysis across the confederated business model with development costs reduced by 75% (e.g. from \$1M to \$250k).
- Continuous improvement initiatives including Finance, Deeds, Paperless, Intranet, HR Forms, Data definition, Precedents, Crisis/ Issue Resolution, and B2B Data transfers.

CGU

July 2012 – July 2013

*Process Improvement Specialist*

#### Responsibilities:

- Lead and partner with the business to improve productivity, lower costs, and support growth.
- Develop and re-engineer existing processes – recommending process solutions.
- Deliver results focused, Lean Six Sigma based project improvement life cycles.
- Embed process improvement skills within the business units, targeting an overall uplift in process management capability.
- Process improvement identification, analysis and implementation across various business units including HelpDesk, Project Management Office, Workers Compensation, Broker & Agent (Sales) and Business Partners (Specialty Underwriting).
- Process Analysis on CUDOS (i90) organisational wide system implementation including gap identification related to Workflow Management implementation, Change Impacts, Process True up and Requirement validation.

#### Achievements:

- Identified improvement opportunities in Renewals that delivered approx. \$13.3M p.a.
- Complex Gap Analysis on core workflow between two significant programs.
- Gained significant exposure to various Lean and Six Sigma tools and methodologies working closely with Six Sigma Black Belts and Master Black Belts.

#### Further Experience Includes:

- **Director** at Nobodies People and Spalding Education Australia
- Teaching, Training, Change Analysis, Instructional Design, and Delivery at Cubic Consulting, **Jemena, Spotless, United Energy Distribution (UED), Siemens, Sinclair Knight Merz**, Dickens Manor, and Doncaster Primary School.
- Committee Member, **President, Vice President, Secretary**, Coach, Committee Member, and Project Manager at Burwood District Cricket Club and RACV Young Members Committee.
- Croupier, Table Host and training for beginners at Pokerama (a Poker Event Company specialising in corporate functions and celebrations).
- Hospitality, Retail, Secretarial and Warehouse experience for company's including: Peter Rowland, Rivers, Coles Express (formally Shell), Peter Gough Photography and Australasia Textiles.

## Professional Development and Education

### Core

End Date	Course	Organisation
Jan-20	Executive Masters in Business Administration (EMBA)	Quantic/ Smartly
Feb-19	ICAgile Certified Professional	Elaborat8/ ICAgile
Aug-17	Lean Six Sigma Green Belt (LSSGB No 6555466805)	Vative/ Lean Six Sigma Society of Professionals (LSSSP)
Jul-15	Lean Japan Tour	Shinka Management
Mar-11	Certificate IV in Training and Education (TAE)	TP3
Dec-08	Bachelor of Science; Psychology Major	University of Melbourne

### Supporting

End Date	Course	Organisation
Feb-22	Working with Children Check	Justice Victoria
Feb-22	Nationally Police Check	Australian Criminal Intelligence Commission
Dec-16	Leadership and Management	University of Melbourne
Nov-15	Visual Management Master Class	Shinka Management
Jun-15	Business Training Program	Seek Learning/ Skillssoft
Sep-12	Microsoft Excel Course	EzyLearn
Dec-10	Certificate IV in Training and Assessment (TAA)	Inspire Education/ MW Training Consultants
Sep-06	Implement Food Safety Procedures	NMIT
Jan-04	Responsible Serving of Alcohol (RSA) Certification	State Government of Victoria, Liquor Licensing
Dec-03	Victorian Certificate of Education (VCE)	Camberwell Grammar School