

Key Projects - As at February 2020								
Organisation	Project	Summary	Technology Exposure	Primary System	Work Type	Business Function	Project Team Size	End User Impact Size
University of Melbourne	Business Analysis Consulting	<p>Provided oversight and support for Business Analysts and Business stakeholders.</p> <p>Supported the development of a Business Analysis practice including process review, strategic advice and template development.</p>	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	40	40
University of Melbourne	Small Research Grants Requests	<p>Reviewed architecture and project developments on a program seeking to implement a standard ServiceNow form and process for requesting research funding.</p> <p>Requirements included assessment and definition of the Universities Organisational Hierarchy in Oracle with particular focus on the approval hierarchies.</p> <p>Suggested strategic recommendations including data source of truth, system organisational realignment, defining new hierarchy's and project direction.</p>	Microsoft Office Suite; Microsoft Visio; ServiceNow; Oracle Human Resources	ServiceNow; Oracle	Strategy; Analysis	Operations; Technology	1	3000
University of Melbourne	Research Business Solutions (rebus)	<p>Requirements definition and solution design for a business and technology transformation from Oracle to a specialised provider (F1 Solutions - Omnistar) including Proposal and Grant Applications (Sales Pipeline) and Post Award Deliverables and Milestones (Project Management).</p> <p>Suggested strategic recommendations on project methodology and scope.</p>	Microsoft Office Suite; Microsoft Visio; ServiceNow; Oracle Human Resources; Oracle Finance; Oracle Research; F1 Omnistar; Minerva Elements Publications; Micro Focus Content Manager (aka HP TRIM); Jira; Confluence	F1 Omnistar; Oracle	Strategy; Analysis	Research; Technology	25	60000
University of Melbourne	Office 365 Service and Support Model	Developed the Service and Support Model for the Office 365 Suite.	Office 365	Office 365	Strategy; Analysis	Operations; Technology	5	100000
University of Melbourne	Enterprise Change Impact Assessment	Requirements definition for an Enterprise Wide view of Change Impacts.	Power BI	Power BI	Strategy; Analysis	Operations	3	100000
University of Melbourne	Oracle Chart of Accounts Analysis	<p>Assessed impacts of a change to two segments of the Universities Chart of Accounts in Oracle with particular focus on impacts to integrated systems.</p> <p>Suggested strategic recommendations for implementing the change.</p>	Microsoft Office Suite; Microsoft Visio; Oracle Finance; Oracle Identity Management; Oracle Middleware; TIBCO; AD; Centaur; StudentOne	Oracle	Strategy; Analysis	Finance; Technology	1	30000
University of Melbourne	Oracle User Access Provisioning	<p>Reviewed User Access Provisioning at the University in Oracle with particular focus on moving from a Function Based Access model to a Role Based Access model.</p> <p>Suggested strategic recommendations for covering audit gaps and implementing a change to the model.</p>	Oracle Finance; Oracle Human Resources; Oracle Payroll; Oracle Research	Oracle	Strategy; Analysis	Finance; Human Resources; Operations; Technology	1	30000
University of Melbourne	Enterprise Integration Services - Hybrid Integration	Developed requirements for building improved integration capabilities where Cloud products are involved including Cloud-to-Cloud integrations, On-Premise-to-Cloud integrations, automated deployment, data management and support.	Microsoft Office Suite; Microsoft Visio; Dell Boomi; Oracle Middleware; Qflow; RightNow; Staff Hub; Mobile Portal; ServiceNow; Salesforce; Bamboo; LimePoint	Dell Boomi	Analysis	Technology	4	100000
University of Melbourne	Treasury Management System Assessment and Requirements	<p>Developed requirements for the implementation of a Treasury Management System to assist with Financial Risk Management, Cash and Liquidity Management, Investments and Funding.</p> <p>Key requirements included capturing, processing and settling all treasury transactions (e.g. short term investments, long term investments, foreign exchange, debt), bank account integration, hedge accounting, project management tool integration, Oracle Finance integration, market data integration, strategic reporting.</p>	Microsoft Office Suite; Microsoft Visio; Visual Risk; Oracle Finance; National Australia Bank; EPMS (Capex Project Management tool); Thomas Reuters	Visual Risk	Analysis	Finance; Technology	5	10

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University of Melbourne	Campus Services Review	Reviewed architecture and project developments on a Service Management Capability and Technology uplift program focused on campus related issues and requests including Building Maintenance (Carpentry and Interiors, Grounds and Amenities, Heating and Cooling aka Plant, Lifts, Lighting and Power, Plumbing), Cleaning and Waste Removal, Essential Safety Measures/ Fire Services, Security and Transport, Preventative Maintenance and Projects. Suggested strategic recommendations for the project direction especially around the scope.	Microsoft Office Suite; Microsoft Visio; ServiceNow; Archibus; Oracle Supplier Data	ServiceNow	Strategy; Analysis	Operations; Technology	2	150
University of Melbourne	Campus Services Workflow Implementation	Supported the Agile project delivery team including requirement development for Work Categorisations, Cost Tracking, Invoicing and Task Automations, Transition and Support.	Microsoft Office Suite; Microsoft Visio; ServiceNow; Archibus; Oracle Supplier Data	ServiceNow	Analysis	Operations; Technology	10	150000
University of Melbourne	Car Parking Improvement Program Assessment and Requirements	Reviewed architecture and project developments on the technical side of a car parking improvement program including Licence Plate Recognition (LPR) and ticketless access for staff, fleet, students, residents, contractors and visitors. Suggested strategic recommendations for project direction especially around the system to be implemented. Developed requirements including an administration client, a customer portal, integration between the administration client and customer portal, payment gateway integration, Oracle Integration.	Microsoft Office Suite; Microsoft Visio; ServiceNow; CDS iPark; IDM; Commonwealth Bank Bpoint; NoticeIT; Oracle Human Resources; Oracle Payroll	ServiceNow	Strategy; Analysis	Operations; Technology	10	5000
University of Melbourne	Access Control Security Systems Assessment and Requirements	Developed requirements for the implementation of a new security management system (Gallagher) responsible for access control to all (~600) UoM buildings including onboarding and maintenance for Staff, Students, Contractors and Visitors for all public, private and secure university spaces. Integration requirements included AD, room scheduling, digital keys access, physical keys access, CCTV security cameras, intercoms and alarms.	Microsoft Office Suite; Microsoft Visio; Forcefield; Gallagher; Active Directory (AD); Unicard; Syllabus Plus; IndigoVision; Commend Intercom; Morse Watchmans; Cyberlock EKA Security; ServiceNow	Gallagher	Strategy; Analysis	Operations; Technology	10	150000
University of Melbourne	Campus Services Asset and Facilities Management	Reviewed architecture and asset management strategy. Assessed asset management systems. Suggested strategic recommendations for project direction.	ServiceNow; Beims; Archibus; Manhattan		Strategy; Analysis	Strategy; Technology	2	20
University of Melbourne	Delegations Framework	Reviewed the Delegations Framework and assessed the ability to improve the automation in Oracle.	Oracle Finance; Oracle Human Resources	Oracle	Strategy; Analysis	Strategy	2	100000
Spalding Education Australia	Website Development	Managed end-to-end delivery and support of three separate Client facing website and administrative back-end initiatives.	Microsoft Office Suite; Microsoft Visio; Joomla, Drupal, Wordpress	Wordpress	Analysis; Project/ People/ Change Management	Technology	10	
Spalding Education Australia	Director of Technology	Accountable for hardware and software procurement and maintenance.	Microsoft Office Suite; Microsoft Visio; Basecamp; Zoho; Trello; Balsamiq; Insightly; Google Apps; Wordpress; WooCommerce; Xero; OneSaas		Strategy; Project/ People/ Change Management	Technology	1	

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Spalding Education Australia	Director of Strategy	Accountable for the strategic direction of the Organisation.	Microsoft Office Suite; Microsoft Visio		Strategy; Project/ People/ Change Management	Strategy	1	
Spalding Education Australia	Marketing Support	Developed a marketing strategy including a rebrand.	Microsoft Office Suite		Analysis; Strategy	Sales and Marketing	3	
Nobodies People	Consulting Practice	In 2016, Nobodies People Partnership was transitioned into a consulting practice focused on developing strategy and delivering results.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis; Project/ People/ Change Management	Strategy	1	
RACV Mentoring	General	Acting as a mentor for the RACV's one-on-one mentoring program for young professionals.	Microsoft Office Suite		Teaching; Project/ People/ Change Management	Other	1	
UoM Access Connections Mentoring	General	Acting as a mentor for the University of Melbourne's one-on-one mentoring program for students, usually in their 2nd year at University (approximately 20 years old) from disadvantaged backgrounds.	Microsoft Office Suite		Teaching; Project/ People/ Change Management	Other	1	
RACV Young Members Committee	Committee member	The RACV Club Young Members committee is responsible for supporting the RACV Club in engaging and adding value to the membership of all young members between the age of 18 to 40 and those young at heart (7 years: 2011 to Current)	Microsoft Office Suite		Project/ People/ Change Management	Other	10	
RACV Young Members Committee	Secretary	Responsible for the administration of the RACV Club Young Members Group in the first year of operation (1 year: 2011)	Microsoft Office Suite		Strategy; Project/ People/ Change Management	Other	10	
RACV Young Members Committee	President	Responsible for setting the culture, direction and strategy for the RACV Club Young Members including liaising with key RACV Club stakeholders and presenting to the RACV board (1 year: 2013)	Microsoft Office Suite		Strategy; Project/ People/ Change Management	Other	10	
Nobodies People Partnership	Founder	Founded and developed a start-up aimed at promoting the work of young artists through online competitions.	Microsoft Office Suite; Microsoft Visio		Strategy	Strategy	2	
Nobodies People Partnership	Website Development	Managed end-to-end delivery and support of a Client facing website and administrative back-end.	Microsoft Office Suite; Microsoft Visio; Joomla, Drupal, Wordpress	Wordpress	Analysis; Project/ People/ Change Management	Technology	10	
Nobodies People Partnership	Director of Technology	Accountable for hardware and software procurement and maintenance.	Microsoft Office Suite; Microsoft Visio; Basecamp; Zoho; Trello; Balsamiq; Insightly; Google Apps; Wordpress; Wave Accounting		Strategy; Analysis; Project/ People/ Change Management	Technology	1	
Nobodies People Partnership	Director of Finance	Accountable for all financial activities including funding, accounts payable, accounts receivable, tax and reporting.	Microsoft Office Suite; Microsoft Visio; Wave Accounting	Wave Accounting	Strategy	Finance	2	

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Gadens	General	<p>General support for the Information Technology team including:</p> <ul style="list-style-type: none"> - Lead and partner with the business to improve productivity, lower costs and support growth across all practice areas. - Develop and drive a new National IT agenda and strategy including process alignment, data maintenance, internal workflows and Client facing websites. - Lead team planning activities including team meetings and project scheduling. - Process improvement identification, analysis and implementation - Embed process improvement skills within business units - Uplift Process Management Capability 	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	10	400
Gadens	Precedents Conversion	<p>Reviewed architecture and project developments on a Precedent conversion as part of a program seeking to implement an aggressive big bang that included a brand refresh, replacing two document management systems with iManage, moving from Windows XP to 7, Office '03 to '13 and Hot Docs 5.5 to 11.</p> <p>Suggested strategic recommendations particularly around the project framework.</p> <p>Project Manager of the Precedent conversion delivery including:</p> <ul style="list-style-type: none"> - Recruitment - Updating the branding, logo's, themes and styles - Updating the HotDocs code embedded within the documents from 5.5 to 11 coding standards 	Microsoft Office Suite; Microsoft Visio; HotDocs; Open Practice; Law Docs; Doc Open; iManage	HotDocs	Strategy; Analysis; Project/ People/ Change Management	Technology	15	400
Gadens	Data Review and Definition	<p>Reviewed architecture of all Gadens Melbourne data sources and mapped ideal states.</p> <p>Suggested strategic recommendations including data source, data consolidation and data cleanse options.</p>	Microsoft Office Suite; Microsoft Visio; SQL; Open Practice; Mastersoft Harmony		Strategy; Analysis	Technology	2	400
Gadens	SharePoint Intranet Implementation	Developed requirements for an implementation of SharePoint for the intranet at Gadens Victoria.	Microsoft Office Suite; Microsoft Visio; Classic ASP; SharePoint	SharePoint	Strategy; Analysis	Technology	3	400
Gadens	Custom Application Refresh	<p>Developed requirements for transitioning various custom built applications to a new framework.</p> <p>In general, Access, VB6 and Lasso were being replaced with a SQL/.net framework.</p>	Microsoft Office Suite; Microsoft Visio; Access; VB6; Lasso; SQL; .net	SQL; .net	Strategy; Analysis	Technology	3	400
Gadens	Human Resources Information System (HRIS) Replacement	<p>Assessed vendor submissions for a new Human Resources Information System (HRIS).</p> <p>Developed requirements for improving existing processes and procedures and the implementation of a new system with particular focus on the Human Resources components including remediation for the SQL HR Database with an Access front end.</p> <p>Developed requirements for implementing new HR forms using K2 workflow tool including Performance Reviews.</p> <p>Project Manager of the form delivery.</p>	Microsoft Office Suite; Microsoft Visio; SQL; ADP; Aurion; Frontier; Micropay Meridian; K2	K2	Strategy; Analysis	Human Resources; Technology	10	400

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Gadens	K2 Finance Forms	Developed requirements for implementing new Finance forms using K2 workflow tool including Bill Adjustments, Cheque and EFT Requisitions, Controlled Money, Credit Control, New Clients, Purchase Requisition, Receipt Requisition, Trust Transfers, WIP and Disbursements. Project Manager of form delivery.	Microsoft Office Suite; Microsoft Visio; K2; Open Practice; Balsamiq	K2	Analysis; Project/ People/ Change Management	Finance; Technology	4	400	
Gadens	Deeds Register	Developed requirements for a new Deeds register replacing a Custom SQL/Access solution with a K2 framework.	Microsoft Office Suite; Microsoft Visio; SQL; Access; K2; Balsamiq	K2	Analysis; Project/ People/ Change Management	Operations; Technology	4	100	
Gadens	Towards Paperless	Reviewed legislation around retaining hard copy records. Reviewed paper management processes, procedures and costs. Suggested strategic recommendations especially around the reduction of paper usage. Assessed Digital Signature vendors. Implemented DocuSign.	Microsoft Office Suite; Microsoft Visio; Adobe EchoSign; CoSign Digital Signature; DocuSign; RightSignature; Silanis e-SignLive		Strategy; Analysis	Operations; Technology	4	100	
Gadens	Residential and Commercial Conveyancing Improvement Initiatives	Reviewed residential and commercial conveyancing business practices and evaluated improvement and efficiency opportunities. Suggested strategic recommendations including inefficient work methods, paper vs. technology, technology disruptors (e.g. PEXA/ eConveyancing), data, billing, negotiations and follow-up, precedents, setting expectations, staff. Developed requirements for implementation of K2 framework. Project Manager of K2 implementation including organisational restructure.	Microsoft Office Suite; Microsoft Visio; Open Practice; K2; Balsamiq	K2	Strategy; Analysis; Project/ People/ Change Management	Operations; Technology	5	60	
Gadens	Residential and Commercial Conveyancing National Client Facing Portal	Developed requirements for a refresh of the national residential and commercial conveyancing platform for managing the individual settlements including integration with various backend systems for each region.	Microsoft Office Suite; Microsoft Visio; .net; Balsamiq	.net	Analysis	Technology	10	1000	
Gadens	Vendor Conveyancing National Client Facing Portal	Developed requirements for a refresh of the national conveyancing platform for managing the vendor settlement of large developments with many Customers including integration with various backend systems for each region.	Microsoft Office Suite; Microsoft Visio; .net	.net	Analysis	Technology	10	1000	
Gadens	Stream Leasing Improvement Initiatives	Reviewed stream leasing business practices and evaluated improvement and efficiency opportunities. Suggested strategic recommendations including inefficient work methods, paper vs. technology, data, billing, negotiations and follow-up, precedents, setting expectations, staff. Developed requirements for implementation of K2 framework.	Microsoft Office Suite; Microsoft Visio; K2; Balsamiq	K2	Strategy; Analysis; Project/ People/ Change Management	Operations; Technology	5	20	

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Gadens	Stream Leasing National Client Facing Portal	Developed requirements for a refresh of the national stream leasing platform for managing vendor residential, commercial and industrial leases with many Customers including integration with various backend systems for each region.	Microsoft Office Suite; Microsoft Visio; .net	.net	Analysis	Technology	10	1000	
Gadens	Family Law Improvement Initiatives	Reviewed Family Law business practices and evaluated improvement and efficiency opportunities. Suggested strategic recommendations including workflow planning and management, matter resourcing and responsibilities, workload and prioritisation, communication, knowledge management, file management, time recording and billing.	Microsoft Office Suite; Microsoft Visio; Open Practice	None	Strategy; Analysis; Project/ People/ Change Management	Operations; Technology	1	20	
Gadens	Ariba Implementation	Developed requirements for the implementation of Ariba Procurement by Clients. National Project Manager of the implementation from Gadens perspective.	Microsoft Office Suite; Microsoft Visio; Ariba; SAP; Open Practice	Ariba	Analysis; Project/ People/ Change Management	Technology	6	500	
Gadens	PEXA Implementation	Developed requirements for implementation of the new Australian eConveyancing network PEXA. Project Manager of PEXA implementation at Gadens.	Microsoft Office Suite; Microsoft Visio; PEXA	PEXA	Analysis; Project/ People/ Change Management	Technology	10	100	
Gadens	Practice Management Improvements	First single party clear title discharge in the world. Reviewed architecture and project developments on improvement initiatives planned in Gadens Practice Management system: Open Practice. Suggested strategic recommendations including technical road map considerations, recording fixed fee vs fee for time work and the reward and remuneration framework.	Microsoft Office Suite; Microsoft Visio; Open Practice	Open Practice	Strategy; Analysis	Technology	1	400	
Gadens	Workflow Tool Implementation	Developed tender requirements for a workflow tool. Assessed vendor responses. Project Manager of K2 workflow tool implementation.	Microsoft Office Suite; Microsoft Visio; K2; Bizagi; i2M; Bonitasoft; Caseflow; Lexisnexis; Adviser Intelligence; Lombardi - IBM; Balsamiq	K2	Strategy; Analysis; Project/ People/ Change Management	Technology	5	10	
Gadens	B2B Integration	Developed Business-to-Business (B2B) data transfer roadmap and on-boarded key Clients	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Technology	5	100	
Gadens	Client Engagement	Demonstrated and promoted Gadens technical capability through Client engagement while identifying interaction improvements internally and externally	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	5	100	
Gadens	Search Providers and Registrations	Developed tender requirements for a search provider and registrations vendor. Suggested strategic recommendations particularly around cost considerations and integration requirements.	Microsoft Office Suite; Microsoft Visio; Veda; Infotrack; SAI; Global X		Strategy; Analysis	Operations; Technology	2	200	
Burwood District Cricket Club	Secretary	Responsible for all club administration (1 year: 2009/2010)	Microsoft Office Suite		Strategy; Project/ People/ Change Management	Operations	1		
Burwood District Cricket Club	Public Officer and Association (BHRDCA) Delegate	Responsible for association, council, government and public reporting (3 year: 2007-2010)	Microsoft Office Suite		Other	Operations	1		
Burwood District Cricket Club	Statistician	Responsible for all club statistics (1 year: 2009/2010)	Microsoft Office Suite		Analysis	Operations	1		

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Burwood District Cricket Club	Vice President	Responsible for supporting the President as the face of the club and first point of contact for club related issues (3 years: 2006-2009)	Microsoft Office Suite		Strategy; Project/ People/ Change Management	Operations	2		
Burwood District Cricket Club	Under 16's Coach and Manager	Responsible for coordinating training and match day for 1 side of approximately 15 children under 16 years old (1 year: 2007/2008)	Microsoft Office Suite		Teaching	Operations	1		
Burwood District Cricket Club	Canteen/Bar Manager	Responsible for all food and drink sales including procurement and staffing (2 years: 2006-2008)	Microsoft Office Suite		Project/ People/ Change Management	Operations	1		
Burwood District Cricket Club	Junior Sub Committee Member	Responsible for coordinating coaches and managers for all 15 junior sides of approximately 200 children (1 year: 2006/2007)	Microsoft Office Suite		Strategy	Operations	6		
Burwood District Cricket Club	Under 10's Administrative Manager	Responsible for coordinating coaches, supervisors and venues for 2 Under 10's sides of approximately 30 children (1 year: 2006/2007)	Microsoft Office Suite		Project/ People/ Change Management	Operations	1		
Burwood District Cricket Club	Junior Coach	Responsible for coaching and training 5 junior sides (2 Under 10's and 3 Under 12's) of approximately 60 children (1 year: 2005/2006)	Microsoft Office Suite		Teaching	Operations	1		
Burwood District Cricket Club	Committee member	Responsible for coordinating and administering all elements of a sports and social club with approximately 350 members including ~150 senior players, ~200 junior players plus junior parents (6 years: 2004-2010)	Microsoft Office Suite		Strategy; Project/ People/ Change Management	Operations	8		
Burwood District Cricket Club	Annual Report	Responsible for completing the Public Annual Report including a significant data and template update (1 year: 2009/2010)	Microsoft Office Suite		Other	Operations	1		
Burwood District Cricket Club	Clubroom Upgrades Hartwell and Warner	After 15 years of failed attempts, lobbied for, and won grants to upgrade the club rooms at 2 locations. Club Project Manager of the construction. (2010)	Microsoft Office Suite		Project/ People/ Change Management	Operations	1		
Burwood District Cricket Club	Website Upgrade	Project Manager of a new club website (2010)	Microsoft Office Suite		Project/ People/ Change Management	Operations	2		
Burwood District Cricket Club	New Major Sponsor	Sourced and signed a major sponsor (1 year: 2009/2010)	Microsoft Office Suite		Other	Operations	1		
Burwood District Cricket Club	Equipment Audit	Project Manager of an extensive review and upgrade of club equipment (2007)	Microsoft Office Suite		Other	Operations	8		
Burwood District Cricket Club	New Kitchen	Project Manager of a new kitchen build in conjunction with re-establishing the club food licence. (2006)	Microsoft Office Suite		Project/ People/ Change Management	Operations	1		
Burwood District Cricket Club	Re-establishing Food License	Project Manager of re-establishing the club food licence after years out-of-operation. (2006)	Microsoft Office Suite		Project/ People/ Change Management	Operations	1		
CGU	General	General support for the Business Process Re-engineering team including: - Lead and Partner with the Business to improve productivity, support growth and focus on results - Process Improvement Identification, analysis and implementation - Embed process improvement skills within business units - Uplift Process Management Capability	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	15	4000	

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CGU	CUDOS i90 Underwriting Tools	Developed requirements on Project CUDOS an organisational wide system implementation of Insure/90 (aka i90), a policy administration platform, with particular focus on processes for Quote, Survey and Workflow.	Microsoft Office Suite; Microsoft Visio; i90; Policy Management System (PMS); Jira; Confluence	i90	Strategy; Analysis	Technology	150	4000
CGU	Lombardi Workflow Tool	Developed requirements addressing gaps and overlap between CUDOS (i90 Policy Administration Platform Implementation) and Workflow Management Phase 2 aka WM2 (IBM Lombardi Workflow Tool Implementation).	Microsoft Office Suite; Microsoft Visio; IBM Lombardi; i90; Jira; Confluence	IBM Lombardi	Strategy; Analysis	Technology	6	4000
CGU	Policy Renewal Improvements	Team member of an improvement initiative aimed at reducing policy's past expiry date and reducing unallocated funds held in trust accounts.	Microsoft Office Suite; Microsoft Visio; WAA Workflow Tool; Policy Management System (PMS); Lumina Reporting	Policy Management System (PMS)	Strategy; Analysis	Operations; Technology	2	500
CGU	Shared Drive Improvements	Led an improvement initiative to improve the file structure and organisation of multiple shared drives including the Service Contact Centre, Intermediaries and Business Process Re-engineering team	Microsoft Office Suite; Microsoft Visio		Analysis; Project/ People/ Change Management	Operations	6	200
CGU	Sheldon Change Control Improvements	Led an improvement initiative to establish a change control process for Project Sheldon, an implementation of RightNow Knowledge Management tool.	Microsoft Office Suite; Microsoft Visio; Oracle RightNow	Oracle RightNow	Analysis; Project/ People/ Change Management	Operations; Technology	4	500
CGU	Improvement Prioritisations	Developed an improvement prioritisation register including analysis of employee feedback and data analysis.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	15	4000
CGU	Customer Service Improvements	Team member of an improvement initiative to streamline intermediary qualification questions and improve call transfers.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Operations	4	200
CGU	Work Priorisation Improvements	Team Member of an improvement initiative to prioritise Customer Service Centre Policy Administration and Underwriting workloads and reduce backlog.	Microsoft Office Suite; Microsoft Visio; WAA Workflow Tool; Policy Management System (PMS)	WAA Workflow Tool	Strategy; Analysis	Operations; Technology	4	500
CGU	Project Resource Allocations	Led an improvement initiative with the following targets: - Reduced overall cycle time for processing a resource request and allocating a resource. - Improved allocation of project resources. - Improved resource tracking and planning for management.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis; Project/ People/ Change Management	Strategy	4	4000
CGU	ARN Requests Improvements	Team member of an improvement initiative aimed at reducing the need and improving the quality of referral requests for specialised underwriter review.	Microsoft Office Suite; Microsoft Visio; WAA Workflow Tool	WAA Workflow Tool	Analysis	Operations; Technology	4	500
CGU	eBusiness Improvements	Team Member of improvement initiatives aimed at consolidating the suite of eBusiness offerings and enhancing the Operational Support team.	Microsoft Office Suite; Microsoft Visio; WinBeat; iBAIS; E-Bix; Connect; Formworks; Quote & Bind; Cluster Group Trading Platforms; International Broker Portals; Sunrise; Policy Management System (PMS)		Strategy; Analysis	Technology	15	1000
CGU	New Intermediary Data Improvements	Team Member of an improvement initiative aimed at improving the process of onboarding and maintaining Intermediary data for Sales (Broker & Agent), Speciality Underwriting (PRI) and IT Helpdesk.	Microsoft Office Suite; Microsoft Visio; Salesforce; Policy Management System (PMS)	Policy Management System (PMS)	Strategy; Analysis	Technology	15	1000
CGU	Organisational Realignment	Provided analysis support on potential organisational realignments.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	4	500

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Independent Hospitality Consultant	Event Management	Responsible for Customer Service on events including weddings and celebrations.			Teaching; Project/ People/ Change Management	Other		
Independent Hospitality Consultant	Manager	Managed front-of-house and back-of-house event staff.			Teaching; Project/ People/ Change Management	Other		
Peter Rowland	Event Management	Responsible for Customer Service on events including weddings, celebrations, horse racing, cultural festivals and music festivals.			Teaching; Project/ People/ Change Management	Other		
Jemena	General	General support for the Cubic Consulting Change and Training team and the Accenture Project Management team on the JSAP project merging 2 instances of SAP 4.6C, upgrading to SAP ECC6.0 and aligning with a Singapore based instance of SAP.	Microsoft Office Suite; Microsoft Visio; uPerform	SAP	+	Technology	250	4000
Jemena	Payroll Training	Designed, developed and delivered Instructor Led Guides, Quick Reference Guides, Job Aids and eLearning courses for Payroll in the SAP Human Resource Management/ Human Capital Management (SAP HR/ HRM/ HCM) module including: - Four Regular Payroll runs - Off-Cycle/ Ad-Hoc Payroll - Bank Rejections - Superannuation - Loans (Employee Sales, Purchase Leave, Myki, Overpayments, End of Year) - Monthly Processing Activities (ABS Reporting, Long Service Leave and Insurances, Payment Summary Amendments, Payroll Tax, Administrative Reports, Management Reports) and - Annual Processing Activities (ATO Magnetic Media, Group Salary Continuance Reporting, Market and Salary Reviews, Payment Summary Generation, Payroll Tax, Leave Provisions, LTIP/ STIP Uploads, Superannuation, Public Holidays, Workers Compensation, Administrative Reports, Management Reports)	Microsoft Office Suite; Microsoft Visio; uPerform; SAP HCM	SAP	Analysis; Teaching	Human Resources; Technology	15	4000
Jemena	Payroll Requirements Definition	Defined Payroll requirements in the SAP Human Resource Management/ Human Capital Management (SAP HR/ HRM/ HCM) module including: - Four Regular Payroll runs - Off-Cycle/ Ad-Hoc Payroll - Bank Rejections - Superannuation - Loans (Employee Sales, Purchase Leave, Myki, Overpayments, End of Year) - Monthly Processing Activities (ABS Reporting, Long Service Leave and Insurances, Payment Summary Amendments, Payroll Tax, Administrative Reports, Management Reports) and - Annual Processing Activities (ATO Magnetic Media, Group Salary Continuance Reporting, Market and Salary Reviews, Payment Summary Generation, Payroll Tax, Leave Provisions, LTIP/ STIP Uploads, Superannuation, Public Holidays, Workers Compensation, Administrative Reports, Management Reports)	Microsoft Office Suite; Microsoft Visio; uPerform; SAP HCM	SAP	Strategy; Analysis	Human Resources; Technology	15	4000

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Jemena	Human Resources Training	Designed, developed and delivered Instructor Led Guides, Quick Reference Guides, Job Aids and eLearning courses for Human Resources in the SAP Human Resource Management/ Human Capital Management (SAP HR/ HRM/ HCM) module including: - Organisational Structure - Employee Hire - Leave and Other In-Service Actions - Employee Movements - Employee Separations	Microsoft Office Suite; Microsoft Visio; uPerform; SAP HCM	SAP	Analysis; Teaching	Human Resources; Technology	15	4000
Jemena	Finance Training	Developed training material for Finance (Financial Accounting and Controlling - SAP FICO) including: - Budgeting Support (Pre-Budgeting Activities, Budgeting Amendments) - Journaling and Intercompany Accounting	Microsoft Office Suite; Microsoft Visio; uPerform; SAP FICO	SAP	Analysis; Teaching	Finance; Technology	15	4000
Jemena	Materials Management Training	Developed training material for Works and Asset Management (Materials Management - SAP MM) including: - Receipt, Store, Delivery (Receipt Materials, Issue/ Transfer Goods, Vendor Returns, Scrap, Stock Transfers) - Manage Refurbishment	Microsoft Office Suite; Microsoft Visio; uPerform; SAP MM	SAP	Analysis; Teaching	Operations; Technology	15	4000
Jemena	Portal and Business Intelligence Training	Developed training material for Employee Self-Service (SAP ESS) portal, Manager Self-Service (SAP MSS) portal and SAP Business Objects Business Intelligence (SAP BO/ BI/ BOBJ) reporting toolkit.	Microsoft Office Suite; Microsoft Visio; uPerform; SAP ESS; SAP MSS; SAP BO	SAP	Analysis; Teaching	Technology	15	4000
Cubic Consulting	General	Responsible for supporting the Cubic Consulting Change and Training practice including methodology reviews and emerging technology analysis e.g. virtual classrooms and Learning Management Systems (LMS).	Microsoft Office Suite; Microsoft Visio; uPerform; Lectora; Cisco WebEx; Adobe Connect; Fuze Meeting; GoToMeeting; Elluminate; WIZIQ; Moodle; Totara		Strategy; Analysis; Teaching	Technology		
Spotless	Team	General support for the Cubic Consulting Change and Training team on Project Springboard – Release One; an SAP implementation for Cleaning Services and Corporate	Microsoft Office Suite; Microsoft Visio; uPerform	SAP	Analysis; Teaching	Technology	150	35000
Spotless	Business Development Training	Designed, developed and delivered Instructor Led Training (ILT), Quick Reference Guides (QRG's) and Job Aides for Business Development in the Sales and Distribution (SAP SD) module including: - Introduction to Customer Relationship Management (CRM) - Accounts (Prospects and Competitors) - Contacts - Lead Management - Opportunity Management	Microsoft Office Suite; Microsoft Visio; uPerform; SAP SD	SAP	Analysis; Teaching	Sales & Marketing; Technology	15	30
Spotless	SAP Contract Creation Training	Designed, developed and delivered Instructor Led Training (ILT), Quick Reference Guides (QRG's) and Job Aides for SAP Contract Creation in the Sales and Distribution (SAP SD) module including: - Introduction to Contract Management in SAP - Contract Headers - Contract Items - Editing Contracts - Creating a Service Material - Contract Maintenance	Microsoft Office Suite; Microsoft Visio; uPerform; SAP SD	SAP	Analysis; Teaching	Operations; Technology	15	30
Spotless	Material and Service Master Data Training	Designed, developed and delivered Instructor Led Training (ILT), Quick Reference Guides (QRG's) and Job Aides for Material and Service Master Data in the Materials Management (SAP MM) module including: - Introduction to Material and Service Master Data - Create and Extend Material Masters - Change Material Master Data - Maintain Service Master Data	Microsoft Office Suite; Microsoft Visio; uPerform; SAP MM	SAP	Analysis; Teaching	Operations; Technology	8	15

Key Projects - As at February 2020									
Organisation	Project	Summary	Technology Exposure	Primary System	Work Type	Business Function	Project Team Size	End User Impact Size	
United Energy Distribution (UED)	Team	General support for the Cubic Consulting Change and Training team on Project Lightyear, an SAP ERP Solution Replacement Project	Microsoft Office Suite; Microsoft Visio; SAP	SAP	Strategy; Analysis; Teaching	Technology			
United Energy Distribution (UED)	Storyboard Development	Researched and developed storyboards and course outlines for Financial Accounting and Controlling (SAP FICO), Materials Management (SAP MM), Human Capital Management (SAP HCM/ HR/ HRM), Project Systems (SAP PS) and Investment Management (SAP IM)	Microsoft Office Suite; Microsoft Visio; SAP FICO; SAP MM; SAP HCM; SAP PS; SAP IM	SAP	Strategy; Analysis; Teaching	Technology			
Siemens	Healthcare Reactive and Preventative Maintenance Analysis	Assessed and standardised current state processes, policies and procedures in Siemens Customer Care Centre (SCCC), responsible for scheduling and coordinating reactive and preventative maintenance on healthcare equipment. Developed and delivered process and technical systems training.	Microsoft Office Suite; Microsoft Visio; SAP; Insight (Siebel); Oracle; In-House Custom Development		Strategy; Analysis; Teaching	Operations; Technology	5	30	
Siemens	Industry Automation Sales, Reactive and Preventative Maintenance Analysis	Assessed and standardised current state processes, policies and procedures in Siemens Customer Care Centre (SCCC), responsible for small parts sales, and scheduling and coordinating reactive and preventative maintenance on automation mechanisms for various industries. Developed and delivered process and technical systems training. Supported the Esker project, providing automation in small part sales, freeing up capacity for higher value tasks.	Microsoft Office Suite; Microsoft Visio; SAP; Insight (Siebel); Oracle; Esker; In-House Custom Development		Strategy; Analysis; Teaching	Operations; Technology	5	30	
Siemens	Team Structure and Management Consulting	Provided support for a resource realignment.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis	Strategy	2	100	
Siemens	Customer Service and Culture Course Development	Developed a Service Delivery, Customer Service and Emotional Intelligence course.	Microsoft Office Suite; Microsoft Visio		Analysis; Teaching	Other	2	100	
Siemens	Queensland Floods	Supported the call centre during the Queensland Flood crisis; providing a communication channel for on-site engineers and family members.	Microsoft Office Suite; Microsoft Visio		Other	Other	100		
Siemens	Small Works Coordination	Coordinated a new Industry Automation Control (IAC) process in Water involving the coordination between major stakeholders including: Customer, Sales, Marketing, Finance, Scheduling and the Warehouse	Microsoft Office Suite; Microsoft Visio		Other	Operations	3		
Sinclair Knight Merz (SKM)	General	Initial responsibilities were catering administration including coordinating food and drinks for meetings and events, and kitchen maintenance.	Microsoft Office Suite		Other	Operations	4	800	
Sinclair Knight Merz (SKM)	Catering Operations Refresh	Developed current state and to-be policies, processes, procedures and training documentation for Catering; consolidating from an external supplier model, to a centralised internal model, during the 2008 Global Financial Crisis (GFC).	Microsoft Office Suite		Strategy; Analysis; Teaching	Operations	4	800	
Sinclair Knight Merz (SKM)	Reception Operations Refresh	Developed current state and to-be policies, processes, procedures and training documentation for Reception.	Microsoft Office Suite		Strategy; Analysis; Teaching	Operations	4	800	
Sinclair Knight Merz (SKM)	Building Maintenance Operations Refresh	Developed current state and to-be policies, processes, procedures and training documentation for Building Maintenance.	Microsoft Office Suite		Strategy; Analysis; Teaching	Operations	3	800	
Sinclair Knight Merz (SKM)	Building Administration Operations Refresh	Developed current state and to-be policies, processes, procedures and training documentation for Building Administration.	Microsoft Office Suite		Strategy; Analysis; Teaching	Operations	3	800	
Sinclair Knight Merz (SKM)	Business Information Sharing Sessions	Coordinated presentations by senior stakeholders targeting improved understanding and collaboration.	Microsoft Office Suite		Strategy; Analysis; Teaching	Operations	2	50	
Sinclair Knight Merz (SKM)	Facilities and Transport Coordinator	Managed all building maintenance issues in an aging 800 person building. Managed the South East Australian (SEA) Fleet consisting of 40 vehicles including specialised surveyance vans in 5 locations.	Microsoft Office Suite		Other	Operations	1	800	

Key Projects - As at February 2020

Organisation	Project	Summary	Technology Exposure	Primary System	Work Type	Business Function	Project Team Size	End User Impact Size
Rivers	Wait Staff	Responsible for Customer Service at restaurants including high quality steak, mid-tier Italian and mid-tier seafood in Melbourne's Dockland precinct.			Other	Other		
Dickens Manor	Operations Refresh	Dickens Manor sought to improve the consistency and efficiency of events. I defined the current processes, procedures and policies and worked with team members to embed new ways of working.	Microsoft Office Suite; Microsoft Visio		Strategy; Analysis; Teaching; Project/ People/ Change Management	Operations		
Dickens Manor	Event Host	Hosted a range of events from the Client perspective including MC and schedule coordination.			Project/ People/ Change Management	Other		
Dickens Manor	Event Manager	Managed front-of-house and back-of-house event staff including waiters and bartenders in a range of high quality events including weddings and celebrations.	Microsoft Office Suite		Teaching; Project/ People/ Change Management	Other		
Functions @ Melbourne	Event Management	Responsible for Customer Service at events including conferences, expositions, lectures, launches, social events and celebrations.	Microsoft Office Suite		Teaching; Project/ People/ Change Management	Other		
Functions @ Melbourne	Team Manager	Responsible for coordinating event and staff requirements.	Microsoft Office Suite		Strategy; Teaching; Project/ People/ Change Management	Other		
Pokerama	Croupier	Responsible for set-up, poker learn-to-play sessions and dealing cards at events including corporate functions and celebrations.			Teaching	Other		
Doncaster Primary School	Classroom Teachers Aide (7 years)	Supported primary school teachers (children age 5 to 12) to plan lessons, coordinate classroom activities and assessment.	Microsoft Office Suite		Teaching	Other	2	30
Doncaster Primary School	Disability and Impaired (D&I) Aide (3 years)	Worked one-on-one or in small groups of D&I children with autism or learning difficulties.	Microsoft Office Suite		Teaching	Other	1	4
Coles Express/ Shell	Customer Service	Responsible for Customer Service and Stock Control at Coles Express/ Shell petrol stations.			Teaching	Other		
Australasia Textiles	Mattress Covers Quality Control	Responsible for Quality Control of mattress covers produced in Sri Lanka, imported for the Australian market.			Teaching	Other		
Burke Road Veterinary Clinic	General	Work experience for a week including caring for pets, cleaning, observing pet consultations, observing surgery, and auditing stock.			Other	Other		
Peter Gough Photography	Secretary	Customer Service, invoicing, file management and data management for a well-respected fashion, marketing and artistic photographer.	Microsoft Office Suite		Other	Operations		
Surry Hills Primary School	Classroom Teachers Aide	Supported primary school teachers (children age 5 to 12) to plan lessons, coordinate classroom activities and assessment.	Microsoft Office Suite		Teaching	Other	2	30