

ABOUT ME

I am a seasoned Information Technology professional with diverse experience as a Project Manager, Business Analyst and Technical Lead.

My previous professional work spanned over 10+ years working and consulting for some of New Zealand's largest corporations in all phases of the development and delivery cycle and designing, building and delivering custom software from the ground up.

I have led projects from scope, planning, and identifying the phases and the deliverables to managing the stages, roll-out and release with a pre-determined timeline and budget. Executed Business Process Reengineering BRP initiatives. As a result, revamping the entire department's operation. Combined TQM principles successfully.

As part of task-force teams, we have achieved record-breaking quality results - gaining recognition at the C-level.

What gets me up in the morning is the lifelong pursuit of Continuous Improvement (Kaizen) to create and craft Game-Changing software solutions, as I have done in the past and am still doing in the present.

QUALIFICATIONS

DIPLOMA IN BUSINESS (Info. Sys)
Graduate School of Business
University of Auckland, New Zealand

BACHELOR OF ENGINEERING B.E. Mech.
School of Engineering
University of Auckland, New Zealand

INTEREST



Ice Hockey



Windsurf



Music



Arts

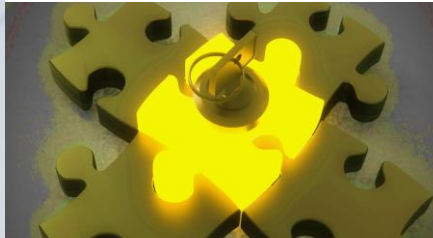
EXPERIENCE

Human-Centered Methodology



Using human-centered design concepts, creating interactive applications, improving client engagement by changing the business model, increased business opportunities.

BA Methodologies & Techniques



Using a structured both top-down and bottom-up approach to disseminate how the current system works using various ways to capture the whole system allowing creative ideas to disrupt inefficiencies and short-comings.

User Story/Journey Creation



Using various types of graphical representation to articulate the end-to-end process and product life-cycle in order to develop new ideas, new business opportunities, transforming business and persona.

High-Caliber Team Build



Using communication, teamwork, psychology, and years of experiences working with a diversity of people and organisations, no task or milestone is impossible.

Business Requirements



Using a structured approach that breakdown a system regardless of technology the functionality design is comprehensive and **detailed** but also has the flexibility to adapt to changing environment and needs.

Process Mapping



Using graphical process mapping techniques, workflow study and improvement is developed in a team environment where the entire chain is mapped out and by focusing on the key subject areas any flaws can be hone-in and be eliminated.

Backlog Management



Using a structured list and categorization of criticality, task and issues are tracked and eliminated efficiently and dealt with speed.

Project Rescue



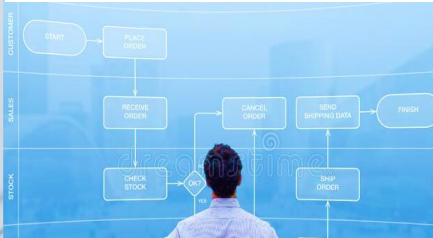
Using people skill, organisational skill and problem skill, a number of mission-critical projects were revived, and high-profile client satisfaction were achieved.

Interactive Client-Experience



Using human-centered design techniques, a highly client-centered digital transformation experiences was developed for a government related software technology

Systems Documentation



Using writing skills and graphic design skills, developed highly visual systems documentation for high-level executive decisions.

Data Analytics



Using data analytic methods developed Key Performance Indicators and system to determine the productivity, output, quality and the profitability of organisations

Client Engagement



Using communication, listening, and presentation skills engaged with clients and stakeholders in discovery sessions to un-cover pain points, boundaries, constraints, risk and the mission.

SKILLS & ABILITIES

Stakeholder Management

Engagement with clients and



Business Analysis



Documentation



Systems Implementation



Process Mapping



User Journey



UIX Design



WORK HISTORY

FISHER & PAYKEL (NZ)

Systems Analyst
Project Manager
Database Administrator

DATACOM SYSTEMS (NZ)

IT Consultant
Project Manager
Business Analyst

Business Ventures

Foreign Exchange Brokerage Start-Up
Property Investment & Management
Social Housing Acquisition Provider

Previous Employment

ARTISAN CONSULTING (Freelance)

Customer Software Creator
Technology Consultant
Business Analyst
DX Consultant

Since 2016