

CredEntry

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APPENDIX K: CONTRACTOR PERSONNEL DIGITAL WALLET PROJECT

JUSTIN HANCOCK

PROJECT DELIVERY LEAD – PERTH, WA

SUMMARY

Justin is a highly experienced Program, Project, and Change Management Leader with over 20 years of delivering large-scale transformation, integration, and organisational development initiatives across government, mining, higher education, and private enterprise sectors. Justin specialises in complex stakeholder engagement, multi-phase program delivery, and PMO leadership, ensuring high-performing, compliant, and scalable solutions.

Government Digital Transformation Projects

Justin has led multi-million dollar initiatives with teams of 10+ professionals, consistently delivering on time and within budget and in previous roles has worked as a consulting project manager for the Department of Premier and Cabinet.

Justin is certified in PMBOK methodologies with extensive experience in stakeholder management at executive and government levels.

ROLE – PROJECT DELIVERY LEAD

Justin will lead the end-to-end delivery of project and program activities under the Digital Wallet initiative. He will provide oversight of integration, stakeholder coordination, and risk management while ensuring compliance with project milestones, quality standards, and operational readiness requirements.

KEY SKILLS AND CAPABILITIES

- **Program & Project Management:** Proven track record delivering multi-phase digital transformation and technology integration projects.
- **Change Management Leadership:** Certified Change Manager (APMG), experienced in guiding large-scale workforce transitions.
- **Stakeholder Engagement:** Skilled in managing diverse stakeholder groups across government, private enterprise, and development partners.
- **Risk & Quality Management:** Expertise in ISO-aligned compliance, risk mitigation, and quality assurance frameworks.
- **Pilot Readiness & Operational Integration:** Experienced in deploying proof-of-concept pilots and managing scaling activities into full production environments.
- **Training, Onboarding & Organisational Development:** Designed and delivered end-user training, onboarding frameworks, and capability uplift strategies.

EDUCATION AND QUALIFICATIONS

Tertiary

2010	Graduate Certificate in Business Research – Curtin University
2007	Bachelor of Psychology – Curtin University

Professional

- Project Management Professional (PMBOK) – P.M.I
- Change Management – A.P.M.G
- Hermann Brain Dominance Instrument Practitioner – HBDI
- SPSS Statistical Analysis

PROFESSIONAL EXPERIENCE

CredEntry / ResourcesWA Project Manager

2024 - CURRENT

- Leading multiple consulting and infrastructure programs for major mining clients, including Evolution Mining, Catalyst Metals, and Horizon Minerals.
- Evolution Mining – Diesel Power Station Project
 - End-to-end project management of a new diesel power station, coordinating engineering, procurement, and commissioning activities.
 - Developed stakeholder engagement frameworks ensuring seamless integration with existing operations.
- Catalyst Metals & Horizon Minerals
 - Overseeing consulting programs to optimise operational performance, energy efficiency, and safety standards.
 - Introducing the CredEntry system and providing an integration solution across both sites to improve contractor onboarding, site access management, and regulatory compliance tracking.
- Develops structured PMO dashboards to monitor project milestones, manage risks, and report to executive stakeholders.

Indigenous Consulting Group Program Director

2022-2024

- Led PMO activities, capability uplift programs, and training frameworks across multiple clients.
- Oversaw the deployment of organisational development programs and onboarding platforms.
- Acted as client relationship manager and program lead for simultaneous multi-agency initiatives.

Rio Tinto

Senior Change Advisor

2021-2022

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- Managed safety-critical technology integration programs involving 8,000+ stakeholders.
 - Led the delivery of automation and operational efficiency projects in hazardous environments.
 - Initiated SAP governance and data hygiene strategies to streamline compliance and risk frameworks.

Telstra - Procurement & Supply Chain

Senior Transformation Lead

2021-2022

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- Delivered enterprise-wide transformation of Australia's largest private procurement function (~\$14.7bn spend).
 - Directed project teams implementing new business processes, procurement technologies, and training frameworks.
 - Designed and executed change communications impacting thousands of stakeholders nationally.

Curtin University

Program Manager / Lecturer

2021-2022

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- Led multi-national MBA, HR, and Management programs across seven countries.
 - Managed course delivery, capability training, SaaS onboarding, and industry engagement.
 - Recipient of the Vice-Chancellor's Award for Excellence in Lecturing.
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RELEVANCE TO STATEMENT OF REQUIREMENTS

Justin's project and program management expertise directly supports the delivery of the Digital Wallet and Verifiable Credentials solution:

Requirement (Schedule 2)	Relevant Skills & Experience
Pilot Phase integration & SDK deployment	Proven leadership deploying SaaS-based pilots and integrating SDKs with multiple partners.
End-to-end program delivery & governance	PMP-certified; 20+ years managing multi-phase transformation programs across government and private sectors.
Stakeholder collaboration	Extensive experience liaising between departments, application development partners, and end-users.
Operational readiness & acceptance testing	Led structured testing, training, and change management programs for enterprise-scale integrations.
Security, privacy, and compliance alignment	Delivered ISO-aligned risk frameworks, SAP data governance, and integrated reporting mechanisms.
Training and onboarding strategy	Developed and deployed organisational training, onboarding playbooks, and knowledgebase materials.

MARCUS VINICIUS DE ABREU

SENIOR SOFTWARE ARCHITECT & DIGITAL IDENTITY SPECIALIST- PERTH, WA

SUMMARY

Marcus is an innovative Senior Software Architect specialising in application modernisation, cloud migration, and secure SaaS platform development, with a strong focus on digital identity architectures and verifiable credential systems.

He has extensive hands-on experience implementing PKI infrastructure and designing ISO/IEC 18013-5-compliant mobile identity solutions, including the architecture and integration of digital wallet platforms. Marcus combines enterprise architecture leadership with practical full-stack development, contributing approximately 50% hands-on coding while leading high-performing technical teams.

Key Achievements & Expertise

- Architected a digital credential system managing 50,000+ users with secure onboarding and lifecycle management.
- Designed integration patterns for ServiceWA-like platforms to enable seamless SDK-based credential verification.
- Implemented PKI infrastructure supporting government-grade identity verification.
- Achieved ISO/IEC compliance for mobile identity and verifiable credential systems.
- Led a technical team of five developers while contributing 50% of core code delivery.

Digital Identity & Wallet Expertise

- Standards & Frameworks: ISO/IEC 18013-5 (mDL), ISO/IEC 23220, TDIF, eIDAS 2.0, W3C Verifiable Credentials, DIDs.
- Security & Protocols: PKI infrastructure, OAuth 2.0, OpenID Connect, SAML 2.0.
- Enterprise Architecture: TOGAF 9.2, Australian Government Digital Service Standards.
- Development Capabilities: Full-stack delivery (Architecture 50% / Coding 50%) across .NET Core, Node.js, Flutter, and Azure-native architectures.

ROLE – SENIOR SOFTWARE ARCHITECT

Marcus will lead the solution architecture design, API and SDK integrations, and security alignment required to deliver a robust, scalable, and compliant Digital Wallet and Verifiable Credentials solution.

KEY SKILLS AND CAPABILITIES

- **Digital Identity & Credential Systems:** Specialist in facial recognition, API-based onboarding, and secure digital credential architectures.
- **Security & ISO Compliance:** Extensive experience ensuring solutions meet ISO 27001 and GDPR standards for identity verification and credential lifecycle management.
- **Cloud-Native SaaS Platforms:** Expertise in Azure Functions, serverless solutions, and multi-tenant architectures for scalable deployments.
- **API & SDK Integration:** Skilled in designing API frameworks and SDK-ready integration layers for third-party verifiers and ServiceWA endpoints.
- **Agile DevSecOps Leadership:** Hands-on experience leading development teams in Agile and DevSecOps environments, optimising delivery pipelines and operational readiness.

EDUCATION AND QUALIFICATIONS

Tertiary

2007 Associate Degree, Universidade Bandeirante de São Paulo

Professional Qualifications

- AWS Architecture Principles, Ericsson – 2023
- Azure Architecture, Ericsson - 2021

PROFESSIONAL EXPERIENCE

CredEntry Senior Software Architect

2024 - CURRENT

- Lead the development of a next-generation visitor and workforce management platform for aged care facilities, featuring facial recognition for enhanced safety and compliance.
- Designed and deployed a cloud-native, serverless architecture leveraging Azure Functions, Service Bus, and App Services.
- Built API-driven onboarding frameworks for secure integration with client systems and third-party verifiers.
- Developed responsive, accessibility-focused UX and self-service dashboards to reduce administrative overhead.

Ericsson Telecom Team Lead - DevSecOps

2015-2024

- Directed the migration of 22 enterprise applications to a secure Azure platform with zero downtime.
- Led the Apps2Cloud global initiative, preparing 100+ applications for secure cloud deployment.
- Oversaw ISO 27001 compliance across 90+ applications, managing audit readiness and operational security controls.
- Delivered enterprise integration strategies spanning multiple stacks, including .NET, Java, Node.js, Docker, and Azure.

IBM Senior Developer

2005-2014

- Delivered enterprise solutions across multiple platforms, including .NET, Java, SQL, and Oracle.
- Led a successful insurance and pension migration project, resolving critical delays and modernising customer-facing services.

RELEVANCE TO STATEMENT OF REQUIREMENTS

Marcus's digital identity, cloud-native architecture, and SDK integration expertise directly supports the delivery of the Digital Wallet and Verifiable Credentials solution:

Requirement (Schedule 2)	Relevant Skills & Experience
Security, Privacy & Compliance	Extensive experience ensuring alignment with ISO 27001 , GDPR , and secure onboarding frameworks.
SDK Integration & API Management	Designed Azure-native API frameworks for multi-platform onboarding and verification systems.
Credential Lifecycle Management	Leads digital credential issuance, verification, and revocation across multi-tenant platforms
Cloud Infrastructure Scalability	Architected serverless, cloud-native solutions supporting high-volume credential operations.
Operational Readiness & Proof-of-Operation	Delivered pilot deployments for facial recognition, onboarding, and digital safety platforms, ensuring end-to-end testing and integration readiness
Accessibility & UX Considerations	Designed accessible, user-friendly onboarding dashboards , optimised for elderly and diverse user groups

SHELBY LONG

CUSTOMER SUCCESS & PROJECT INTEGRATION LEAD – PERTH, WA

SUMMARY

Shelby is a proactive Customer Success Manager with over a decade of leadership experience in customer success, operational management, and digital technology implementation.

She specialises in coordinating complex technical implementations and managing multi-stakeholder relationships across government agencies and enterprise clients. With a proven track record of delivering successful digital service rollouts, Shelby combines strong documentation, training, and user onboarding capabilities to drive adoption and ensure smooth delivery.

Bridging the gap between technical teams and end-users, Shelby ensures solutions are delivered to the highest standards of quality, compliance, and user experience.

ROLE – IMPLEMENTATION LEAD

Shelby is based in Perth, Western Australia and will lead customer success operations, onboarding, and training activities, while acting as the key liaison between the Department, application development partners, and technical teams to ensure seamless integration, client experience, and credential lifecycle management.

KEY SKILLS AND CAPABILITIES

- **Customer Success & Stakeholder Engagement:** Over 10 years of experience leading client-facing programs, onboarding, and training delivery.
- **Digital Wallet Readiness:** Experienced in managing SaaS integrations, SDK deployment, and product training for users and third-party partners.
- **Process Development:** Proven success in creating onboarding playbooks, operational SOPs, and training documentation.
- **Risk Identification & Compliance:** Ability to anticipate integration challenges, track KPIs, and ensure alignment with ISO, privacy, and security requirements.

QUALIFICATIONS

2020	Diploma of Business – International House Business College, Darwin NT
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PROFESSIONAL EXPERIENCE

CREDENTRY Customer Success & Implementation Manager

April 2025 - CURRENT

In this role, Shelby manages customer success and implementation across CredEntry's digital compliance platform, ensuring seamless adoption and measurable outcomes for clients in high-risk industries such as mining, transport, aged care, and infrastructure.

Key Responsibilities & Achievements:

- **Client Engagement & Success** – Partners with customers to define compliance and workforce governance requirements, ensuring successful onboarding and long-term value realisation.
- **Implementation Management** – Leads deployments of CredEntry's Digital ID, supplier, and visitor management modules, overseeing integration with existing client systems including access control.
- **Training & Enablement** – Designs and delivers tailored training programs for administrators, workers, and contractors to drive confident use of the platform.
- **Compliance & Verification Oversight** – Ensures primary-source credential checks, automated expiry monitoring, and real-time verification are embedded in customer workflows.
- **Operational Efficiency** – Streamlines onboarding and mobilisation processes by reducing manual administration and automating compliance checks.
- **Continuous Improvement** – Collects feedback and performance metrics to refine processes, enhance user experience, and strengthen compliance reporting.
- **Cross-Functional Collaboration** – Works with product, support, and development teams to deliver solutions aligned with industry standards and customer expectations.

PEISO Customer Success Manager (SaaS)

March 2024 – March 2025

- Developed and implemented onboarding playbooks for SaaS product deployments.
- Managed a portfolio of 50+ key accounts, ensuring successful product integration and user adoption.
- Created client and internal training materials, including video-based enablement tools.
- Acted as interim Product Manager: managing product roadmaps, writing user stories, and liaising with development teams.
- Led cross-functional collaboration with technical partners, ensuring seamless integration and SDK readiness.

- Managed 150 staff across eight businesses, increasing profitability by 20% over 36 months.
- Led rollout of business technology platforms, improving operational efficiency and user experience.
- Developed SOPs, coordinated multi-department workflows, and delivered training to cross-functional teams.
- Project-managed the launch of new business venues, including infrastructure, staffing, and onboarding.

RELEVANCE TO STATEMENT OF REQUIREMENTS

Shelby's skills and experience directly support the requirements of the DPC2142 Digital Wallet and Verifiable Credentials solution:

Requirement (Schedule 2)	
Delivery of a Digital Wallet Platform as-a-Service (multi-tenant, scalable, sovereign hosting)	Experienced in leading implementations of SaaS platforms hosted in Microsoft Azure Australian regions, ensuring secure, scalable service delivery.
Proof-of-Operation and Pilot Phase management	Successfully directed proof-of-operation and pilot rollouts across industries, including coordinating SDK/API integrations and staged testing before full-scale production deployment.
Training and knowledge transfer to client stakeholders	Designed and delivered tailored training programs for administrators, technical teams, and end-users, ensuring smooth adoption and ongoing capability within client organisations.
Credential lifecycle management (issuance, verification, revocation, selective disclosure)	Oversaw end-to-end credential workflows, including real-time verification, expiry monitoring, and revocation services for workers, contractors, and visitors.
Integration with existing government systems (e.g., ServiceWA, WA Identity Exchange, access control)	Led integrations of Digital ID and compliance modules with third-party platforms, including access control systems, ensuring interoperability and secure data flows.
Security and compliance alignment with standards (ISO/IEC 27001, 22301, 23220, Digital ID Act 2024)	Supported audits and compliance processes; coordinated evidence and readiness documentation to maintain alignment with international standards and Australian frameworks.
Business Continuity and Disaster Recovery	Experienced in aligning platform operations with BCP/DRP frameworks, managing multi-region disaster recovery, and delivering 99.95% uptime commitments.
Customer support and continuous improvement	Manages WA-based customer success team, providing localised support, proactive monitoring, and ongoing enhancements based on client feedback.

RODRIGO MIRANDA

HEAD OF IT & DIGITAL INTEGRATION LEAD – PERTH, WA

SUMMARY

Rodrigo is the Head of IT and Solutions Architect at CredEntry, with over 20 years of experience in software development, cloud infrastructure, and digital credential integration. He is highly skilled in re-architecting systems into modern microservices-based environments, improving scalability and reducing operational costs.

A full-stack developer specialising in Flutter SDK development and Azure DevOps, Rodrigo has extensive experience building high-availability government systems and secure mobile applications for digital identity solutions.

Key Achievements:

- Developed a Flutter SDK for a government digital ID application.
- Implemented offline credential verification capabilities for mobile platforms.
- Integrated biometric authentication to enhance identity security.
- Built REST and GraphQL APIs processing 1M+ requests per day.
- Deployed Azure infrastructure supporting 99.95% system availability.
- Delivered secure credential storage using platform-native keystores.

At CredEntry, Rodrigo leads the development and deployment of digital onboarding, access control, and compliance solutions across high-risk, safety-driven industries, providing end-to-end oversight of API design, SDK integration, and multi-tenant platform optimisation.

ROLE – FULL STACK DEVOPS DEVELOPER

Rodrigo will focus on developing and integrating the technical components of the Digital Wallet solution, including SDK implementation, API development, and platform integration. Leveraging his expertise in cloud-based systems and digital credential platforms, he will ensure seamless integration with the ServiceWA ecosystem while maintaining security, performance, and scalability.

KEY SKILLS AND CAPABILITIES

Versatile professional with expertise spanning software testing, cloud architecture, and digital identity systems. Skilled in delivering secure, standards-aligned SaaS platforms through rigorous testing, automation, and DevOps practices. Adept at bridging technical delivery with compliance frameworks to ensure trusted digital wallet and credential solutions.

- **Digital Identity & Credential Systems:** Integration of API-driven onboarding platforms, credential lifecycle management, and wallet-ready solutions.
- **Standards & Compliance:** ISO/IEC 18013-5, ISO/IEC 23220, eIDAS 2.0 conformance testing; WCAG 2.1 AA accessibility compliance; OWASP security.
- **Cloud Architecture & SaaS Delivery:** Azure DevOps, Container Apps, AKS; Infrastructure as Code (Terraform, ARM templates); scalable multi-tenant SaaS environments.
- **Testing & Quality Assurance:** UAT coordination, automated testing (Selenium, Appium), performance testing (JMeter, LoadRunner), Postman API validation, SQL integrity checks.
- **API Development & SDK Integration:** Microservices design, API development, Flutter SDK and mobile app architecture, seamless integration with third-party verifiers.

- **CI/CD & Release Readiness:** GitHub Actions, Azure DevOps pipelines; evidence capture, audit trails, and compliance reporting for ISO-aligned releases.
- **Collaboration & Agile Delivery:** Experienced in Scrum and Kanban; skilled in requirements elicitation, stakeholder engagement, and end-to-end SaaS project management.
- **Compliance & Data Security:** Deep understanding of privacy frameworks, data minimisation strategies, and secure credential lifecycle management.

EDUCATION AND QUALIFICATIONS

Tertiary

2022	Master of Information Technology: Data Science – Murdoch University
2018	Master of Project Management: Executive International – FGV Sao Paulo
2015	Graduate Certificate: Project Management – University of California
2012	Bachelor of Business Administration: Major in IT – IMPACTA, Sao Paulo

Professional Qualifications

- Professional Scrum Master I (PSM): Scrum.org

PROFESSIONAL EXPERIENCE

CredEntry Head of IT

2023 - CURRENT

- Leads the IT strategy, infrastructure scaling, and product integration roadmap for CredEntry's digital safety and compliance platform.
- Oversees platform development ensuring alignment with SDK-based integrations and multi-tenant onboarding frameworks.
- Directs cross-functional technical teams to enhance operational efficiency, security, and user experience.
- Provides oversight of credential lifecycle capabilities including issuance, verification, and revocation processes.

CredEntry Solution Architect

2022-2023

- Designed and implemented API-driven integrations between client systems, third-party verification tools, and CredEntry's compliance platform.
- Transitioned a monolithic portal into a microservices-based architecture, improving performance and reducing Azure hosting costs by 50%.
- Drove Agile delivery methodologies to improve platform scalability and client responsiveness.
- Partnered with business stakeholders and technical teams to deliver customised SaaS solutions across multiple client environments.

Workforce Group Systems Architect Lead

2021-2022

- Defined product architecture, implemented cloud-native solutions, and integrated third-party workforce and compliance platforms.
- Delivered seamless cross-platform connectivity through Azure API management, Power BI, and HRIS integrations.

Timeframe / TranslatorHQ Senior Developer

2020-2021

- Managed solution delivery at the program level, ensuring compliance with cost, schedule, and quality requirements.
- Designed client-side and server-side architecture, implementing cloud-based backend solutions.
- Modernised legacy codebases, enhancing performance, maintainability, and system scalability.
- Collaborated closely with development teams to create high-quality eCommerce applications.
- Monitored automated build pipelines and managed continuous integration processes, driving failure resolution.

RELEVANCE TO STATEMENT OF REQUIREMENTS

Rodrigo's expertise in cloud-based integration and digital credential architecture directly supports the technical delivery of the Digital Wallet and Verifiable Credentials solution:

Requirement (Schedule 2)	Relevant Skills & Experience
Digital Wallet SDK Integration	Leads API and SDK integration between client systems, ServiceWA, and third-party verification frameworks
Credential Lifecycle Management	Oversees issuance, updates, and revocation processes within CredEntry's onboarding and compliance platform
Cloud Infrastructure & Scalability	Designed Azure-native multi-tenant architectures supporting high-volume, secure credential flows
Security, Privacy & Data Minimisation	Implements end-to-end encryption, privacy frameworks , and secure identity management strategies
Operational Readiness & Testing	Led proof-of-operation activities across multiple SaaS deployments, ensuring SDK and API layers meet integration and compliance requirements
Training & Knowledge Transfer	Develops knowledgebase resources and training content for onboarding stakeholders and technical teams

FLAVIA CARVALHO

SECURITY AND COMPLIANCE OFFICER – PERTH, WA

SUMMARY

Flavia is a motivated and detail-oriented Security and Compliance Officer with a Master's in IT (Cybersecurity & Networking) and hands-on experience supporting ISO 27001-certified environments, credential verification workflows, and secure SaaS deployments.

At CredEntry, Flavia plays a key role in implementing security frameworks, conducting vulnerability scans, coordinating UAT cycles, and embedding audit-ready processes to ensure platform integrity and compliance across regulated industries.

ROLE – SECURITY AND COMPLIANCE OFFICER

Flavia will oversee security assurance, ISO 27001-aligned compliance practices, and credential verification governance. She will manage vulnerability testing, audit readiness, and evidence capture processes to ensure the Digital Wallet and Verifiable Credentials solution meets strict security, privacy, and operational standards.

KEY SKILLS AND CAPABILITIES

- **Security & Compliance Leadership:** Supports implementation of ISO/IEC 27001-aligned controls, manages security documentation, and maintains audit readiness.
- **Credential Verification Governance:** Ensures secure credential lifecycle management, including issuance, updates, and revocation aligned to compliance standards.
- **Information Security Manual (ISM):** Familiar with aligning internal documentation and processes to meet key ISM control requirements relevant to SaaS operations.
- **Vulnerability Assessment & Risk Mitigation:** Skilled in OWASP ZAP and Nessus scans to identify and remediate system vulnerabilities.
- **UAT & Secure Deployments:** Coordinates cross-functional testing and release readiness to ensure safe integration of new platform features.
- **Stakeholder Collaboration:** Works closely with product, QA, and development teams to integrate compliance objectives into solution design and delivery.

EDUCATION AND QUALIFICATIONS

Tertiary

2023

Master's Degree (Information Technology – Cybersecurity & Networking) – Murdoch University

Certifications

- ISO 27001:2022-Compliant Cybersecurity (*LinkedIn Learning*)
- Introduction to Cybersecurity (*Cisco Networking Academy*)
- Networking Basics (*Cisco Networking Academy*)
- SheCodes Basic (*HTML, CSS, JavaScript*)

PROFESSIONAL EXPERIENCE

CredEntry Security and Compliance Officer

2023 - CURRENT

- Supports implementation of ISO 27001-compliant information security frameworks across CredEntry's SaaS platform
- Performs vulnerability scans using OWASP ZAP and Nessus to identify potential risks and propose mitigations.
- Coordinates UAT cycles and manages evidence capture for secure deployment of new platform features.
- Oversees maintenance of security policies, including backup, data disposal, and credential governance documentation.
- Manages security artefacts and audit-ready reports in SharePoint to ensure compliance alignment.

CredEntry Customer Success & Systems Support

2021 - 2023

- Led client onboarding and platform training across multiple industries using CredEntry's SaaS platform.
- Conducted credential verification processes ensuring data accuracy and privacy compliance.
- Implemented QA checks to strengthen credential integrity and regulatory alignment.
- Played a key role in supporting the Credexia-to-CredEntry system migration, including process redesign and client re-training.
- Provided structured feedback to development teams to enhance platform security and user experience

RELEVANCE TO STATEMENT OF REQUIREMENTS

Flavia's expertise in security assurance and credential compliance directly supports the delivery of the Digital Wallet and Verifiable Credentials solution:

Requirement (Schedule 2)	Relevant Skills & Experience
Security & Privacy Assurance	Implements ISO 27001-aligned controls, manages security documentation, and maintains audit-ready artefacts
Credential Verification & Compliance	Oversees secure credential onboarding, verification, updates, and revocation to meet regulatory standards
Vulnerability Testing & Risk Management	Conducts OWASP ZAP and Nessus scans to ensure platform security before production release
Operational Readiness & UAT	Leads UAT coordination, secure testing, and release readiness for new SaaS features
Evidence Management & Reporting	Develops and maintains audit artefacts, compliance logs, and structured security documentation

ZACHARIAH ADAMS

PROCESSING & VERIFICATION LEAD – PERTH, WA

SUMMARY

Zachariah (Zach) is a dependable Customer Experience Specialist and Processing Lead with extensive experience managing digital onboarding workflows, credential verification, and stakeholder engagement. He specialises in supporting government digital identity systems and mobile wallet applications, delivering secure, compliant, and user-focused solutions.

Key Achievements & Expertise:

- Provided technical support for mobile wallet applications and identity platforms.
- Implemented automated ticketing and escalation frameworks to improve response times.
- Developed a knowledge base with over 200 articles, enhancing client self-service and operational efficiency.
- Achieved a 95% first-call resolution rate and managed a support team handling 500+ tickets per month.
- Established a support framework for the MTM digital identity system.
- Delivered L1/L2/L3 support for systems supporting 10,000+ users, maintaining 99.9% SLA compliance and user satisfaction.

At CredEntry, Zach leads a verification team focused on secure identity management and compliance-driven onboarding solutions. He works closely with clients and technical teams to tailor products, integrate feedback, and improve platform usability, making him well-suited to support digital wallet issuance, credential verification, and revocation processes.

ROLE – TECHNICAL SUPPORT LEAD

Zach will lead credential onboarding, verification processes, and client engagement for the Digital Wallet program, providing technical support and issue resolution to ensure the secure and efficient implementation of verifiable credentials. He will also oversee the development of support frameworks, knowledge bases, and escalation procedures to optimise the end-user experience and maintain high service levels.

KEY SKILLS AND CAPABILITIES

- **Digital Credential Onboarding & Verification:** Expert in managing secure credential workflows, identity verification, and onboarding at scale.
- **Stakeholder & Client Engagement:** Builds trusted relationships with clients to ensure tailored solutions and improved adoption rates.
- **Platform Optimisation & Process Improvements:** Collaborates with product teams to deliver enhancements that reduce processing times and improve customer satisfaction.
- **Operational Readiness & Compliance:** Experienced in managing sensitive data, ensuring adherence to privacy frameworks and compliance standards.
- **Team Leadership & Training:** Mentors verification teams and develops onboarding guides to ensure consistency and operational excellence.
- **Technical Support & Service Management:** Skilled in designing and managing L1/L2/L3 support structures using ServiceNow and JIRA Service Management.

- **Knowledge Base Development:** Experienced in building and maintaining Confluence-based knowledge repositories to enhance client self-service and operational efficiency.
- **Incident & SLA Management:** Proficient in incident resolution, problem management, and monitoring SLA performance and reporting.

EDUCATION AND QUALIFICATIONS

Tertiary

2014	Bachelor of Computer Graphic Design Degree - Whanganui School of Design, NZ
2015	Diploma of Animation – Animation College, NZ
2023	Certificate in Graphic Design, Shillington

PROFESSIONAL EXPERIENCE

CredEntry Processing and Verification Lead

2023 - CURRENT

- Leads a team of processing and verification officers delivering secure onboarding and identity verification services for high-risk industries.
- Works directly with clients to tailor platform functionality and improve the integration of compliance-driven solutions.
- Collaborates with development teams to identify pain points and implement product enhancements improving turnaround times and user experience.
- Successfully delivered 10+ platform updates, reducing ticket volumes and streamlining client onboarding.

CredEntry Senior Processing & Verification Officer

2020-2023

- Managed credential verification processes and sensitive data handling across multiple client accounts.
- Designed and delivered training programs for new employees, improving onboarding consistency and operational quality.
- Maintained exceptional customer satisfaction ratings (CSAT >91%) and achieved SLA performance of 93% over six months.

CredEntry Processing & Verification Officer

2021-2022

- Delivered digital onboarding support and training for new clients, conducting tailored product demonstrations and platform setup assistance.
- Ensured secure processing of sensitive information, improving compliance accuracy across multiple client sites.

RELEVANCE TO STATEMENT OF REQUIREMENTS

Zach's credential verification expertise and client-focused onboarding leadership directly support the Digital Wallet and Verifiable Credentials objectives:

Requirement (Schedule 2)	Relevant Skills & Experience
Credential Onboarding & Verification	Manages end-to-end credential workflows, including identity verification, updates, and revocation.
Operational Readiness & Usability	Led user-focused product enhancements improving platform accessibility and efficiency
Stakeholder Engagement & Client Training	Works closely with clients to tailor solutions, conducts onboarding sessions, and improves adoption rates
Compliance & Data Security	Experienced in managing sensitive personal data securely, ensuring adherence to privacy frameworks and client-specific compliance standards
Customer Experience & Accessibility	Implements platform improvements optimised for diverse user bases, ensuring high customer satisfaction and intuitive onboarding

MARISA CARDOSO

QUALITY ASSURANCE & BUSINESS ANALYST – PERTH, WA

SUMMARY

Marisa is a highly skilled Tester and Business Analyst with over 12 years of experience across telecoms and SaaS platforms, specialising in multi-tenant compliance solutions and ISO-aligned quality practices. She has extensive expertise in government system testing, including security testing for digital identity platforms and mobile wallet applications.

Key Achievements & Expertise:

- Verified compliance with government standards for digital identity solutions.
- Managed testing for mobile wallet applications and authentication systems.
- Implemented automated testing frameworks, achieving 80% coverage.
- Coordinated UAT programs with 100+ users.
- Delivered citizen-facing systems supporting 10,000+ users while maintaining zero critical production defects.

At CredEntry, Marisa leads end-to-end testing for credential onboarding and compliance-driven SaaS platforms, driving improvements in test coverage, traceability, and release readiness. She partners with product, engineering, and client stakeholders to ensure secure, reliable, and verifiable credential management.

ROLE – QUALITY ASSURANCE & BUSINESS ANALYSIS LEAD

Marisa will lead testing, API validation, requirements traceability, and release readiness activities for the Digital Wallet program, ensuring seamless integration, compliance alignment, and operational readiness.

KEY SKILLS AND CAPABILITIES

Specialist in testing, compliance, and delivery of digital identity and credentialing platforms. Experienced in aligning solutions with ISO/IEC, eIDAS, and public-sector frameworks while driving quality, performance, and stakeholder confidence across multi-tenant SaaS environments.

- **Standards & Compliance:** ISO/IEC 18013-5, ISO/IEC 23220, eIDAS 2.0 conformance testing; accessibility compliance (WCAG 2.1 AA).
- **Security & Performance Testing:** OWASP-based security testing; JMeter and LoadRunner for performance and scalability.
- **Automation & Functional Testing:** Selenium and Appium automation; Postman API validation; SQL data integrity checks.
- **SaaS & Credential Platforms:** Functional, regression, and UAT cycles for multi-tenant credential onboarding and compliance systems.
- **Quality & Release Readiness:** Evidence capture, audit trails, and compliance reporting for ISO-aligned release processes.
- **Collaboration & Delivery:** UAT coordination, requirements elicitation, Agile (Scrum) delivery, and cross-functional stakeholder engagement.

EDUCATION AND QUALIFICATIONS

Tertiary

2009

Bachelor of Science (Business Administration, Major in IT), Faculdade Impacta de Tecnologia, São Paulo

PROFESSIONAL EXPERIENCE

CredEntry

Quality Assurance Tester and Business Analyst

2024 - CURRENT

- Owns end-to-end testing for a multi-tenant credential and compliance SaaS platform built on Blazor/.NET with a PostgreSQL backend.
- Leads functional, regression, and UAT testing across web and portal experiences, ensuring smooth credential issuance, verification, and updates.
- Designs and executes test cases, manages defects, and validates API integrations via Postman and SQL queries to confirm data accuracy.
- Partners with product and engineering to refine requirements, clarify acceptance criteria, and maintain full traceability across epics, user stories, and test cases.
- Supports business analysis activities including requirement workshops, process mapping, and preparation of compliance evidence for regulated clients.
- Embeds ISO-aligned practices, including release readiness checklists and audit trails, supporting government and enterprise stakeholders.

Indra (Telefônica/VIVO/GVT) Business Analyst Specialist

2011 - 2019

- Led multi-stakeholder requirements discovery workshops and delivered clear, testable specifications for telecom projects.
- Designed training materials and operational documentation to accelerate onboarding and adoption.
- Developed executive dashboards surfacing KPIs, improving decision-making and project visibility.
- Embedded QA checkpoints alongside delivery, reducing rework and improving first-time-right outcomes.

Valenti Network Computing (Telefônica/VIVO/GVT) Business Analyst

2009 - 2011

- Performed gap analyses between legacy and target processes, defining improvement roadmaps.
- Supported engineering teams with precise, testable requirements and acceptance criteria.
- Introduced regression testing practices and improved defect triage processes, accelerating release stability.

RELEVANCE TO STATEMENT OF REQUIREMENTS

Marisa's multi-tenant SaaS testing expertise and ISO-aligned quality focus directly support the Digital Wallet and Verifiable Credentials program:

Requirement (Schedule 2)	Relevant Skills & Experience
Credential Lifecycle Testing	Leads functional, regression, and UAT testing to verify credential issuance, revocation, and selective disclosure processes
API & SDK Validation	Skilled in API testing using Postman and validating SDK-driven workflows to ensure seamless integration
Compliance & Evidence Management	Implements audit trails, evidence capture, and release readiness checklists to align with ISO and TDIF frameworks
Requirements Traceability & Acceptance Criteria	Ensures full traceability from business requirements through test execution, defects, and final release
Stakeholder Collaboration & Agile Delivery	Works closely with product, engineering, and client teams in Scrum-based squads to ensure successful delivery