**Glenn George**

**Personal Information**

**Address –** Melbourne, Australia

Dynamic and strategic thinker, adept at developing and implementing

cutting-edge information technology solutions for a wide variety of

business functions, including project management, resource distribution,

and process development. Strong leader with exceptional communication

and team-building skills with experience training and managing a team of

professionals in a large office setting.

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**Experience**

2020

present

**Concierge Consultant – MYOB**

**POSITION** - The Concierge Consultant will take total ownership over the outcome/success of the journey from desktop to online for

MYOBs clients, acting as the single point of contact and coordinating a cross-functional team of experts in their respective areas. This

includes playing a key part of the service design and product development process, working directly with both the client and technical

experts, to bridge the gap and get the best outcomes for both the individual client as well as all future clients undertaking the migration

journey.

• Oversee and co-ordinate training, consultancy, data migration and all aspects of change management relating to Migration from

desktop to online for Accounting Practices

• Work directly with Engineering and Product teams to provide instant feedback for improvements to offering and tooling

• Act as a single point of for client s issues and enquiries

• Provide insights and feedback through the process to help refine the offering and continually improve quality and satisfaction

**ACCOMPLISHMENTS** - Collaboration - All Company Kick Off Event - Collaboration in migrating Findex from MYOB Banklink to MYOB

Essentials.

2019 -

2020

**Professional Services Consultant – EFI**

*EFI (Electronics for Imaging) - Is a worldwide team committed to developing breakthrough technology for the visual graphics industry.*

**POSITION -** Providing consulting services, application support and training to established and potential customers. Ensuring client

technical issues are identified quickly and resolved on time.

Interpret and transfer company artefacts to a single point of reference.

• Support project team for successful delivery of the client’s business requirements through all phases of the implementation. Lead and

guide weekly project status meetings for assigned team and actively participate in project’s status updates and goal setting

• Provide functional application leadership and guidance to client regarding “best practices” and the functionality of the software

modules through all phases of an implementation. Work with client to develop business solution designs to ensure that business

requirements are met

• Support and maintain the clients' ERP design and configuration by resolving defects, end user problems, answering module-related

questions, and documenting, testing, and validating functionality

• Leverage assessment model to assist enterprise in identification and development of a continuous improvement project portfolio by

engaging and influencing business sponsors and users and contribute value to their targeted business outcomes

**APPLICATION -** An end-to-end workflow integration with tools to effectively manage key operational processes like estimating,

scheduling, P2P (purchasing), SCE (inventory), planning, shop floor data collection, job costing, receivables, payable, O2C (accounting),

reporting and analysis.

**ACCOMPLISHMENTS**

**IVE Group (Sydney, Australia)** - Australia’s largest visual arts and graphics provider

• Generate interactive dashboards to meet the client’s requirements ready for full deployment for the business and production

environment

• Assist Enterprise in understanding end state process and data requirements and developing a business readiness plan to further

mature their capabilities to required levels for entry into a technology deployment project, with particular emphasis on ERP through to

project closure

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• **Blue Star (Wellington New Zealand)** - New Zealand’s leading marketing execution partner

• Data cleaning, migration, and system mapping. Understand requirements and efficiently convert it into functional and technical

document and code as needed

• Proactively identify team member needs and work with key stakeholders to ensure that the experience is optimised and prioritised

throughout

• Build and execute unit testing (build test cases, perform tests, and make changes to configuration or processes based on results

**GPA Global (Los Angeles, USA)** - GPA Global specialises in custom packaging, displays and fixture solutions

• Liaised with the client in preparing a strategy to complete the work, as well as measure the progress and take corrective action as

required

• Review and streamline existing knowledge artefacts currently stored within multiple repositories in readiness for system migration

• Carry out the tasks identified in the strategy, implementing systems and processes that allow knowledge to be easily available

• Onsite super user estimating module adoption including costing module structure, markup, and commission strategies

**AZ Pro Group (Arizona, USA)** Retail POP/POS Signage

• Lead, guide, clarify, and negotiate solution options and influence business partner decision making to minimize the amount of project

investment divergence from target architecture. Persuade stakeholders to accept new ideas, approaches, techniques, and standards

as required

• Support the creation of training modules/videos to help users effectively access a knowledge base

• Onsite super user estimating and remote production module adoption including but not limited to system administrative settings, job

control, inventory, purchasing

• Provide solution documentation ready for full deployment to a live production environment. This also includes a client’s readiness to

use the solution

• Supply Chain Execution (SCE) fulfillment, procurement, warehousing, and transporting and Supply Chain Management (SCM) broken

down into the stages of planning, execution, and shipping

• Developed a P2P workflow in alignment with the Enterprise

2018 -

2019

**Product Manager – Whirlwind Print**

**POSITION -** Responsible for the strategy, roadmap, and feature for products. This includes product and production workflow

setup/maintenance of our management information system. Leading a team between two sites and collaborating with marketing,

forecasting, and profit and loss responsibilities.

• New product development and life-cycle management

• Change management plans and stake holder management

• B2B and B2C workflow management

• Provide leadership and guidance

**ACCOMPLISHMENTS**

• Drive pricing process excellence within department (productivity, consistent methodologies, and skill development) through the

implementation of continuous improvements which improved efficiency by 25%

• Streamlined the estimate entry process resulting in an increase on time delivery of proposals to the customer

• Develop various pricing models

• Conducted weekly, monthly, and quarterly reviews on margin reports, and track the effect of any changes on sales and margin

• Maintained an access database to retain pricing reports and record company sales trends

• Compiled and reported competitive information to keep both BG% (Billing Gross) and CPI (Competitive Price Index) within acceptable

ranges

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