

NATALIE CAMPBELL



✉ iversnatalie@gmail.com

☎ 0491 615 057

🌐 Emerald, Queensland

EDUCATION

Masters of Data Science

James Cook University
currently admitted

Full Stack Web Development

University of Adelaide

Graduate Certificate of Data Science

James Cook University

Bachelor of Science with Honours

James Cook University

PROFESSIONAL SUMMARY

Results-driven professional with over a decade of experience in project management, data analysis, and process improvement. Proven track record of defining, designing, and deploying successful internal and external projects while ensuring adherence to key performance indicators. Skilled in extracting and analysing data to measure supplier and internal performance-to-plan and developing processes and tools to streamline workflows and drive efficiency. Strong expertise in collaborating with cross-functional teams, implementing strategies, and driving continuous improvement. Committed to delivering exceptional results and contributing to the success of organizations.

REFEREES

Mr Daniel Beesley
Senior Manager
Operations and Compliance
The University of Queensland
0420 907 901

Mrs Marta Leete
Business Analyst
Student Systems
James Cook University
0414 103 736

SKILLS

- Project Management
- User Acceptance Testing
- Stakeholder Management
- SaaS ERP systems
- Data warehousing
- Problem Solving
- Web CMS
- Data mining
- Business Process Modeling
- Cloud-based Software
- Report development
- Critical Thinking

PROGRAMMING

- MySQL
- R Studio
- SAS
- HTML
- Python
- SAS-SQL
- R Programming
- MATLAB
- Third-party APIs
- JavaScript
- HTML
- CSS (tailwind, bootstrap)

SOFTWARE

- Tableau
- Heroku
- Confluence
- Machine Learning
- Visual studio
- Cognos
- Insomnia
- JIRA
- Squiz
- Technology One
- MS Office Suite
- Zoom/Webex

PROFESSIONAL EXPERIENCE

Systems and Tools Lead, Boeing Defence Australia

April '23 – Present

Define, design, plan and deploy internal and external projects. Developed and structured processes and tools for improvements, analysing data, and to assess supplier and internal performance-to-plan. Strategic planning of implementing process improvements, streamlining workflows, and automating processes to enhance operational efficiency. Supported the development and implementation of new systems, supporting the approval plan and ensuring compliance with internal and external stakeholders. Proactive problem solver, looking for continuous improvement initiatives and effectively communicate with cross-functional teams seeking service level agreements and timelines. Well-versed in project management, systems thinking, and fostering collaboration to achieve organizational goals.

Scholarships Coordinator, The University of Queensland

Nov '22 – March '23

Strategic position for the management of the University's Senate-approved financial awards, including scholarships and prizes, ensuring adherence to policies and regulations. Managed the end-to-end processes for key scholarships and prizes, including application, selection, and award procedures, while ensuring timely and accurate payment disbursements. Monitored the ongoing eligibility of award recipients, including the requirement to show cause, and maintained updated information in the university's SI-net system. Provided comprehensive and authoritative information and advice on

NATALIE CAMPBELL

Senate-approved awards, major scholarship programs, and student fees to diverse stakeholders, including current and prospective students, parents, school contacts, and staff.

Team Leader, Information Management, James Cook University

Jan '22 – Nov '22

Led a team responsible for ensuring the quality and integrity of curriculum data and architecture within the Student Management System (SMS). Coordinated day-to-day operations, managing workload and priorities to deliver efficient outcomes in line with performance targets. Acted as the University's expert and operational manager for curriculum data, providing high-level support and advice to stakeholders. Established collaborative relationships with content owners, driving process analysis and continuous improvement initiatives. Managed the production of the University's online Handbook, ensuring the development, implementation, and continuous improvement of processes.

Curriculum Information Advisor, James Cook University

Feb '17 – Jan '22

Demonstrated expertise in a changing environment, adapting to system updates and reporting/regulation changes. Played a key role in maintaining the curriculum architecture within the SMS, analysing requirements, and recommending changes. Provided expert advice and training to staff involved in the curriculum approval process, ensuring compliance with policies and procedures. Ensured data validation, policy and system compliance, and accuracy across multiple ICT systems. Collaborated with staff across the University to resolve curriculum and system configuration issues.

Academic Services Officer, James Cook University

April '15 – Feb '17

Provided administrative support and improved team procedures and tasks. Implemented new software solutions such as Syllabus Plus and Respondus Lockdown for timetabling and online examinations. Supported undergraduate and postgraduate admissions, advised on subject coordination and learning procedures, and ensured data accuracy in systems. Handled timetabling using SMS and Syllabus Plus and provided expertise in examination and assessment processes. Acted as a secretariat for curriculum meetings and assisted with general administration tasks.

Officer and Supervisor St. Patrick's College, Townsville

2015

Held a leadership position in a boarding school, overseeing the well-being of over 100 students. Provided administrative support to the day school operations.

Manager, Townsville Apartments on Gregory

2014

Managed a boutique apartment building, ensuring quality management and excellent customer service for clients.

Laboratory Technician, Green Consulting Group

2012 - 2013

Performed high-quality analytical services in a NATA approved quality control laboratory.

Technician and Demonstrator, James Cook University

2009 - 2011

Assisted students in practical workshops, primarily in nursing and physiology classes. Developed marketing sheets and grading rubrics for assessment items, maintaining and sharing them with other demonstrators. Graded subject assessment material within the deadline and offered feedback for students.

PROFESSIONAL RECOGNITION

- Recipient of an Individual Inclusive Practice Award awarded by the Vice Chancellor of James Cook University in recognition of exceptional support for students with a disability having been personally nominated by a student
- Recipient of the JCU Award for Excellence in the Innovation and Change category (for contribution and commitment to JCU's Strategic Intent and particularly the contribution to Response to Covid-19 by the Directorate in support of students)
- Recipient of the Student Services Directorate Team Award for delivering exceptional services to students
- Leading role in redesigning the electronic presentation of the JCU Course and Subject Handbook Webpages
- Subject Matter Expert of all Curriculum Information Management for projects

FUN FACTS

I have worked remotely since 2020, I have travelled to site when required but I have moved out of the city now. I remain able to travel when required.