

# RACHEL HARRIS

## software-developer

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### ABOUT ME

Passionate about working with people to solve business problems, using software and process. I have over 10 years of experience developing, deploying, implementing and supporting software in large and small businesses, of SaaS and internal solutions.

I am currently undertaking a 24 week Full Stack Developer Bootcamp with the intention of becoming a Junior Software Developer in H2 2022.

### CERTIFICATIONS

2022 - University of Sydney

**Full Stack Developer Bootcamp**

2017 - Swinburne

**BTech (Information Systems)**

2015 - Scrum Alliance: **Certified Scrum Master**

2016 - Scrum Alliance: **Certified Product Owner**

2016 - DDLS: **ITIL Foundation**

### EXPERIENCE SUMMARY

2021 - Current	Culture Amp	Delivery Lead
2020 - 2021	Hill Top P&T	Owner & Manager
2019	MYOB	Product Manager
2017 - 2019	MYOB	Development Lead
2016 - 2017	Elabor8	Senior Consultant
2015 - 2016	Metcash	Delivery Manager
2015	Metcash	Operations Manager
2014	Metcash	Delivery Team Lead
2011 - 2014	Metcash	Business Analyst
2008 - 2010	Metcash	Assistant Customer Service Manager

## EXPERIENCE DETAIL

### 2020 - 2021

#### Owner & Manager: Hill Top Pizzeria & Takeaway

- Hire, lead, manage and train team deliver quality products and exceptional service to customers
- Coaching and mentoring staff from ages 14-67
- Implementing improvements to the operations and ways of working
- Managing finances, bookkeeping, rosters, succession planning, marketing, social media, customer orders, supplier orders and inventory

### 2019

#### Product Manager: MYOB

Focused on understanding client's problems and opportunities for MYOB to retain clients/gain new clients in the Accountants Practice software solutions space, focusing on the end of year tax and compliance process.

- Lead teams in the delivery of key features for clients to ensure retention of existing clients
- Lead research and design of new features and enhancements to existing workflows
- Presenting at industry conferences, such as Partner Connect to 1300+ people on the launch of new products & enhancements of new products
- Prioritising backlogs of 4 crews, including new features, small stories, bugs and providing input on the prioritization of tech debt
- Providing input to delivery plans and working through test plans with QA's
- Coaching Business Analysts in their role within teams, as well as within the discovery process
- Coordinating releases to clients with teams, and go-to-market teams, influencing product messaging and release strategy
- Managing cross-division/team dependencies of features

### 2017 - 2019

#### Development Lead: MYOB

6 direct reports responsible for developing and implementing a green-fields online product for accountants to manage their tax and compliance process. Leading the team to produce valuable and quality products to clients, deliver results, collaborate effectively and make data driven decisions.

- Lead a team in the delivery of green-fields product to Beta, launched at the MYOB INCITE conference in February 2019
- Delivery planning of milestones/epics, including managing cross team dependencies

- Prioritisation of the team's backlog, with validation from the Product Manager
- Iteration management for the team, as well as some agile coaching for new team members
- Run several cross-functional workshops with clients, product, development and management
- Coordination and facilitation of user interviews, usability tests and user workshops
- Recruitment of Business Analysts, Quality Analysts and Developers. Developed a new Business Analyst interview case study with great success
- Coach direct reports and facilitate individual goal setting, while mentoring Business Analysts within and outside of my team
- Co-designed and implemented new company performance management framework across 600+ employees
- Lead the coordination of new Product Induction Day for new recruits to our division
- Initiated a stream of work to build stronger connection between individuals and the clients of their product

### **Tools**

GitHub, AWS Lambda, DynamoDB, AWS EC2/ELB, S3, API-Gateway, SumoLogic, New Relic, Victor Ops, AWS CloudWatch, BuildKite, Postman, JIRA, Confluence, Slack.

## **2016 - 2017**

### **Senior Consultant: Elabor8**

Enabling businesses of various sizes to build more valuable and better quality software using Agile and Lean inspired practices. Using Systems Thinking and Design Thinking to provide successful software solutions. Support IT teams in their transition to an Agile environment. Identify and resolve impediments while protecting teams from disruptive external forces.

### **Primary client as consultant**

#### **Product Owner**

irexchange was a client I worked with for the majority of my time as a Senior Consultant at Elabor8. I commenced work as a Senior Business Analyst and quickly assumed the role of Product Owner, then additionally took on the Iteration Manager role for my team.

- Delivered a new ERP system to enable irexchange to prove their business model (<https://elabor8.com.au/case-study-embedding-lean-startup-approach-for-irexchange/>)
- Collaborated with other Business Analysts and Iteration Managers to plan and prioritise the delivery of milestones across teams
- User Story Mapping, Customer Journey Mapping, story writing, defining acceptance criteria, paring on testing and filled other gaps as required
- Conducted customer interviews, observations and contextual inquiries
- Managed and overcame constraints and risks in operationalising the business model
- Requirements elicitation and walk-through with the CIO, Head of Development and Product Manager
- Defining and managing production releases

- Leading story kick-off and facilitating discussions within the development team
- Facilitation of retrospectives and presenting on behalf of the team at sprint reviews and product demonstrations
- Fostering a collaborative and inclusive culture
- Release management and support, including remote and on-site support

### **Tools**

JIRA, Confluence, Slack, BuildKite, AWS S3, AWS SNS, SQS, SumoLogic, New Relic.

## **2015 - 2016**

### **Delivery Manager: Metcash**

- Scrum Master of multiple Scrum teams delivering valuable software for up to 8 Product Owners
- Lead and mentor team of 11 direct reports including Business Analysts, Developers, Architects, Business System Trainers
- Built a trusting and high performing team
- People planning, coordinating project resource allocation for a pool of 33 staff, both internal employees, contractors and core software vendor employees across several projects
- Release and Change Manager for all ERP applications including projects, enhancements and bug fixes, representing changes to CAB with 100% approval rate
- Facilitate retrospectives, daily stand-ups, sprint planning, sprint reviews and various other sessions with business stakeholders, BAU teams, infrastructure teams, etc.
- Coordination of hardware upgrades and relocations
- Resolve conflicts within other Scrum teams relating to people, budget and time related issues

### **Projects**

- Dangerous and hazardous goods
- Archiving ERP data
- Inventory, sales and orders of weighted products (meat, deli, cheese, etc.)
- Logging and reporting of order related rejections
- Enhancement of trade show module
- Promotions integration with 3rd parties

### **Tools**

JIRA, Confluence, MS Visio, Citrix, MS Project, Adobe Acrobat Pro, Sequel Viewpoint, SnagIt, Service Now, Tibco, Mainframe, IBM iSeries, Hybris, Cisco Jabber, Power Enterprise (NCR), IBS, Evolve, Yard Management (NCR), Dock Scheduling (NCR).

## 2018

### Operations Manager: Metcash

- Ownership of all P1, P2, P3, P4 support incidents, problems, events and changes
- Management of off-shore team members, leading to increased output of >100%
- Increase average number of incidents resolved per month
- Introduction of Kanban methodology to increase productivity and reduce waste across the support team (developers, analysts, testers)
- Drove increase in ownership on incidents of all priorities throughout the team
- Assisted in increasing customer visibility of system problems and status, by managing the delivery of companywide communications
- Lead team to dedicate efforts to reducing the number of incidents created after hours, instilling greater work/life balance in team member

#### Tools

Used JIRA, Confluence, MS Visio, Citrix, MS Project, Adobe Acrobat Pro, Sequel Viewpoint, SnagIt, Service Now, Tibco, Mainframe, IBM iSeries, Hybris, MS Lync, Power Enterprise (NCR), IBS, Evolve, Yard Management (NCR), Dock Scheduling (NCR).

## 2014

### Delivery Team Lead: Metcash

- Management of multiple priorities for multiple stakeholders, of support and enhancement requests
- Lead a team of Business Analysts, Accountants and Developers through the lifecycle of an ERP implemented into 16 individually run warehouses
- Liaised with stakeholders from executive level to individual contributor, on the build and delivery of enhancements and bug fixes
- Sole BA on successfully implemented "Price Match" solution, the organisations key strategic initiative
- Lead delivery of enhancements to Retailer portal solution to improve buying opportunities and synergies

#### Projects

- Price Match pricing, orders, invoicing and communication
- Integration of rebates to BI solution
- ERP implementation in 16 Campbell's wholesale warehouses nationwide

#### Tools

JIRA, Confluence, MS Visio, Citrix, MS Project, Adobe Acrobat Pro, Sequel Viewpoint, SnagIt, Service Now, Power Enterprise (NCR), Dallas (Infor), Retailix Pricing (NCR)

## **2011 - 2014**

### **Business Analyst: Metcash**

- Ownership of multiple domains including Order to Cash, Procure to Pay, Pricing, Events, Supply Chain, Accounts Receivables
- Requirements Elicitation, Business Process Analysis and Functional Specification
- Data Analysis and Functional, Integration, Regression Testing
- Stakeholder Workshops, User Training, UAT and on-site Support
- Delivered many enhancements to the ERP and Digital solutions through Continuous Improvement
- Cross Enterprise Analysis to determine the most appropriate functional and technical solution to Business Intelligence, Operational Reporting Integration, Document Management and Financial Management opportunities

#### **Projects**

- ERP implementation in 5 IGA warehouses and 5 C-Store distribution warehouses nationally, including head office
- Retail pricing management and reporting enhancements
- Special/future orders management and integration

#### **Tools**

JIRA, Confluence, MS Visio, Power Enterprise (NCR), Dallas (Infor), Retalix Pricing (NCR), Citrix.