# Summary:

A dedicated professional with over a decade of experience in agile project delivery, strategic vision, and innovative mindset. Known for bridging the gap between technical brilliance and customer-centric solutions, I have honed my skills from the role of a graduate engineer to charting decisive paths for teams, aligning them with 'Target State' and personal career aspirations. As an advocate for transformative change, I thrive in a continuous feedback environment, optimising squad performance, managing risks, and identifying potential pitfalls across diverse work streams.

Experience:

Scrum Master, ANZ, Sep 2017 - current  
- Streamlined business processes, enhancing efficiency for 10 senior leaders by 30% and accelerating project completion times.  
- Developed and executed an Agile adoption strategy, increasing team delivery speed by 61% within six months, leading to faster project turnaround and improved stakeholder satisfaction.  
- Implemented Kanban, Scrum, and Lean Startup methodologies, increasing project delivery speed by 81% and driving 20% revenue growth in Q1 to Q3.

# Project Manager/Lead business analyst, NAB, Nov 2016 - Aug 2017 - Led Project Management for the Enterprise-wide Deepening Customer Relationship Program, enhancing Main Bank Metrics with a 16% rise in customer satisfaction. - Collaborated with the Senior Executive Team to steer enterprise projects, ensuring 95% of deliverables met deadlines. - Transformed complex business requirements into detailed, actionable items, enabling delivery teams to increase project efficiency by 25%.

Skills:

- Strategic Vision: Crafting and executing decisive paths.  
- Innovative Mindset: Integrating innovation and reliability to transform visionary concepts into tangible outcomes.  
- Systems Thinking: Demonstrating a deep commitment to Systems Thinking, enhancing holistic problem-solving.  
- Customer-Centric Focus: Ensuring optimal customer outcomes by maintaining equilibrium between squad capacity and stakeholder expectations.  
- Continuous Improvement: Nurturing a culture of continuous improvement, driving excellence in every aspect of work.

Education:

- Master's Degree in Database Management, Business Analysis, and Project Management, Monash University, 2008 - 2010.  
- Engineer's Degree in Computer Engineering, Monash University, 2003 - 2007.

2003 - 2007

2008 - 2010

# SKILLS

Strategic Vision: Crafting and executing decisive paths that align with 'Target State' and individual team members' career

growth.

Innovative Mindset: Seamlessly integrating innovation and reliability to transform visionary concepts into tangible outcomes.

# CAREER OBJECTIVE

With over a decade of dedicated experience in agile project implementation and delivery, I've cultivated a skill set that adeptly bridges the gap between technical excellence and customer-centric solutions. My journey embarked as a graduate engineer and has matured into the role of charting decisive paths for squads, aligning their trajectories with the 'Target State' and individual team members' career aspirations. Guided by a 'one-team' ethos, I synthesize unified strategies for intricate problem- solving, employing agile principles to navigate organizational shifts. This ensures smooth transitions for customers while harmonizing diverse perspectives. As an advocate for transformative change, I challenge conventions and collaborate with leadership to proactively address issues, optimise product roadmaps, and cultivate a culture of trust and innovation. My dedication extends to championing value-driven approach, managing risks, and pre-emptively identifying potential pitfalls across diverse work streams. My unwavering commitment to Systems Thinking and data-driven decision-making underscores my allegiance to the very core of agile practices. In my pursuit of excellence, I thrive in a continuous feedback environment. I advocate optimizing squad performance against Target State, ensuring alignment with OKRs and nurturing a culture of continuous improvement. My expertise thrives at the crossroads of agile methodologies, technical leadership, and unwavering customer advocacy.

# WORK EXPERIENCE

## Scrum Master

ANZ

Sep 2017 - current

 Streamlined business processes, enhancing efficiency for 10 senior leaders by 30% and accelerating project completion times.

 Developed and executed an Agile adoption strategy, increasing team delivery speed by 61% within six months, leading to faster project turnaround and improving stakeholder satisfaction.

 Implemented Kanban, Scrum, and Lean Startup methodologies, increasing project delivery speed by 81% and driving 20% revenue growth in Q1 to Q3.

Systems Thinking: Demonstrating a deep commitment to Systems Thinking, enhancing holistic

problem-solving.

Problem-Solving: Excelling in intricate and creative problem- solving, ensuring smooth navigation through challenges.

End to End Agile Delivery: Expertly orchestrating agile delivery methodologies to achieve efficient and effective

results.

Customer-Centric Focus: Ensuring optimal customer outcomes by maintaining equilibrium between squad capacity and stakeholder

expectations.

Continuous Improvement: Nurturing a culture of continuous improvement, driving excellence in every aspect of work.

Project Implementation Feature Prioritization Customer Value

Scrum Leadership

Google Cloud Platform (GCP)

Team Building Problem Solving Skill Development

Key Performance Indicators

Python Web App Development AI Assisted Programming' Website Development

 Spearheaded culture transformation, increasing innovation by 30% and launching 3 new initiatives for team dynamics with >90% early adoption.

## Project Manager Scrum Master

ANZ

Sep 2017 - current

 **Led** the implementation of Agile methodologies, **increasing** team productivity by 25% and **reducing** delivery times by 10%, **resulting** in additional annual revenue.

 **Streamlined** Agile ceremonies, **improving** team alignment and **reducing** sprint delays by 11%, **resulting** in faster time-to-market for new product features and **improving** client satisfaction by 17%.

 **Optimized workflows using Lean principles**, reducing operational inefficiencies by 18%, saving annual costs in process.

 **Prioritized** product features with stakeholders, **reducing** product backlogs by 19% and **delivering** key features 90% **before schedule**, driving a **significant increase** in product **adoption**.

 **Removed** blockers and **coached** teams, **leading** to a 40% increase in the team’s ability to meet sprint goals, avoid scope creep, and **resulting** in a 50% improvement in team engagement and productivity.

 **Ensured 100% milestone delivery** on time through proactive risk management, resulting in a 44% increase in revenue from go-to- market timelines for key product launches.

## Project Manager/Lead business analyst

NAB

Nov 2016 - Aug 2017

 **Led** Project Management for the Enterprise-wide Deepening Customer Relationship Program, **enhancing** Main Bank Metrics with a 16% rise in customer satisfaction.

 **Collaborated** with the Senior Executive Team to steer enterprise projects, **ensuring** 95% of deliverables met deadlines.

 **Transformed** complex business requirements into detailed, actionable items, **enabling** delivery teams to **increase** project efficiency by 25%.

 **Developed** and **deployed** 12+ executive-level solution designs,

**increasing** client satisfaction by 19%.

 **Led** project teams in delivering 5 major software updates, achieving milestones 10% before schedule and under budget..

 **Defined** 120+ functional and non-functional requirements,

**enhancing** project clarity and efficiency by 55%.

 **Led** workshops that **improved** decision-making skills among 40+ GMs, Executive GMs, and Senior Stakeholders.

## Senior Business Analyst Lead

Microsoft 365

Oct 2015 - Oct 2016

 **Led** business analysis, **reporting** to GM on the status of 2015 DevOps and business analysis strategy.

## Business Analyst

Telstra

Nov 2014 - Sep 2015

 **Developed** and **implemented** a comprehensive set of customer journey scorecards, **increasing** management’s ability to identify customer experience bottlenecks, **leading** to a 12% improvement in customer satisfaction scores in the first quarter.

 **Facilitated** a streamlined requirements gathering process and **translated** them into clear JIRA stories, **reducing** delivery time for key business features by 20% and **improving** stakeholder engagement by 25%, **resulting** in the faster rollout of mobile services.

 **Facilitated** stakeholder workshops that **identified** key performance gaps, **driving** a 15% increase in operational efficiency across customer service teams and **improving** issue resolution time by 18%, **contributing** to a better Net Promoter Score (NPS).

 **Conducted** deep data analysis on customer episodes, **identifying** actionable insights that **led** to a 10% reduction in churn and a 5% increase in customer retention by aligning service improvements with customer needs.

 **Simplified** complex business requirements into clear technical specifications, **resulting** in a 30% reduction in development time and **reducing** rework cycles by 25%, **enabling** faster delivery of customer- centric features.

 **Implemented solutions to improve data extraction and reporting accuracy by 15%**, resolving inefficiencies in data flow and saving project costs.

 **Conducted** business and production verification testing for major mobility features, **achieving** 100% on-time deployments and **preventing** in revenue loss from service downtime.

## Business Analyst

InfoCentric

Aug 2011 - Oct 2014

 **Developed** and **implemented** an Information Management Strategy, **streamlining** data workflows, **improving** accuracy, and **reducing** operational errors by 15%, **saving** project costs by minimizing data discrepancies.

 **Delivered actionable business insights** from complex analytics and BI projects, leading to a 20% increase in customer engagement by tailoring wealth management strategies and improving risk mitigation by 15% through advanced analytics.

 **Provided** customer segmentation insights that **contributed** to a 12% growth in assets under management (AUM) for ANZ Wealth by identifying high-value customer segments and personalizing offers.

 **Conducted data**-**driven** risk analysis, reducing risk exposure across customer portfolios by 10%, and implemented measures that saved

$2M in potential losses for the bank.

 **Led** the ePAL implementation, improving the process for data processing by 30% and reducing reporting time by 90%, resulting in quicker decision-making and saving annual cost for regulatory compliance reporting.

 **Automated** regulatory reporting workflows, reducing manual reporting time by 50% and achieving 100% accuracy.

 **Analysed** merchant pricing strategies, **identifying** inefficiencies and **recommending** optimized pricing, **resulting** in a 5% increase in merchant acquisition and $1M in additional revenue from new partners.

## Developer Support / Software Testing / Business Analysis

MYOB

May 2010 - Jul 2011