**KYLIE PHILLIPS**

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PROFESSIONAL SUMMARY

A business driven management professional with a diverse skillset, highly analytical mindset and passion for technology. Industry experience in software development, digital optimisation and agile project management & delivery.  Recognised for expertise in product ownership, team coordination and delivering projects of a high quality ahead of schedule and within budget. Understands the importance of developing and maintaining strong relationships with key stakeholders. Most  recently  involved  in the end to end project life cycle of a SaaS platform that has been implemented throughout Australian private hospitals.

SKILLS

Data analysis and report generation | Project planning, development and management| Developing and conducting training/workshops | Process improvement| Troubleshooting & problem solving| Strong verbal and written communication

WORK EXPERIENCE

**Operations/Project Manager at Clarity Workforce Planning/ Healthcare Australia (Sydney August 2017-Current**

* Delivered all project requirements successfully within budget and well under timeframe by applying agile project management methodologies, re-modelling pay structure, retiring superfluous user stories, correcting major logic errors in content to align with contracts, and defining required enhancements to enable rapid deployment of Clarity across each state; this reduced deployment timescale per hospital from 2 months to 1 week
* Significantly reduced the number of post-deployment roll backs due to undetected bugs by identifying and rectifying gaps in regression testing and proactively mitigating risks; this increased client satisfaction and reduced development time/costs by up to 7 days
* Managed 800 user accounts in 30 hospitals and 10 agencies throughout Australia on a $1million project, providing support and solutions and working closely with our software engineers on escalated issues
* Provided comprehensive demonstrations and training on our technology platform to clients, new employees and other key stakeholders from one on one sessions up to groups of 30 as well as recreating and simplifying the product user manual to increase user friendliness, this reduced the traffic to our support service by 30%
* Undertook strenuous end to end user acceptance testing, established a change request register, took charge of incident and change management by writing user-stories, obtaining sign off for requirements and addressing blockers to ensure client satisfaction
* Developed presentation decks for quarterly business reviews and new business presentations and delivered these
* Built and maintained strong relationships with key stakeholders including clients, senior management, and technology providers by initiating regular communication
* Led a team of 2 analysts, including supervising, training, mentoring and overseeing all monthly hospital and agency reports

**Business Analyst at Clarity Workforce Planning/Healthcare Australia (Sydney) May 2017-August 2017**

* Analysed and interpreted raw data generated from Clarity to provide a total of 40 simplified, reader-friendly reports each month for hospitals and agencies, reported on key performance indicators and highlighted problem areas through increasing visibility, this influenced change management processes
* Enabled the provision of accurate reports by identifying and designing solutions which resolved long term data integrity issues including unrecorded shifts, double counted shifts, errors in mapping tables and inaccurate reporting data which increased client satisfaction
* Provide ad-hoc reports to senior management and key stakeholders as requested

**Dietitian (Saturdays only) at East Sydney Doctors (Sydney) July 2017- Current**

* Ran group programs for weight loss, diabetes management and general health and wellbeing for groups of 2-30
* Built up a full client case load of 12 clients per session from 0 in 2 months by engaging with internal local general practitioners, running free workshops at local health clubs and building social media presence
* Developed user-friendly and effective education materials that were tailored to individual patient needs that increased compliance to strict diets by 80%
* Built strong relationships with clients by instilling trust and working closely with them to synergise realistic management strategies and SMART goals in order to achieve an 90% rate of return after initial assessment session

**Project Manager/Dietitian at iX Biopharma Ltd/ Entity Health (Singapore) October 2016- July 2017**

* Led a team of 4 in the design and development of a mobile application that helps manage Type 2 diabetes <https://www.entity-health.com/entity-mobile-app/>
* Applied the SLDC from several perspectives and methodologies to conduct market research, create an action plan and undergo UAT
* Independently created a database on Microsoft Excel that categorises over 1000 foods into a traffic light system based on 10 relevant markers
* Directed senior level leadership on how to interpret, use and drive effective results from this database
* Delivered on the project plan within budget and timeframe

**Business Internship at C7 Traders (Singapore) October 2016- December 2017**

* Gained exposure across multiple departments including marketing, operations, product engineering and finance
* Collated, interpreted and summarised data in order to generate weekly and monthly reports for 5 key stakeholders
* Managed 20+ client accounts on a daily basis that included deposit and withdrawal of funds, assistance in navigating our platform and back end support of trades
* Actively participated in sales and marketing including presenting in Mandarin at the Shanghai International Moneyfair and generating over 30 new clients leads, which was the highest number of leads in our team

**Dietitian at Somatic Healthcare Clinic (Melbourne) October 2015 – October 2016**

* Collaborated and coordinated closely with a multidisciplinary healthcare team to provide optimal nutrition care to over 5 patients a day with a wide range of clinical conditions
* Generated an increase in client base by 300% over 3 months by engaging with local general practitioners, running free workshops at local health clubs and building social media presence
* Advised patients on evidence based guidelines and worked with them to synergise realistic management strategies

EDUCATION

**Monash University (Melbourne, Australia)**

Bachelor of Nutrition and Dietetics (Honours)

VOLUNTEERING & PROFESSIONAL DEVELOPMENT

**Volunteer dietitian at National Heart Week 2018**

* Volunteer dietitian assisting in promoting free heart health checks and providing information on the link between nutrition and heart health

**Toastmasters International 2018**

* Member of a not for profit training organisation that focuses on public speaking and leadership development

**Presenting dietitian at Sons of the West 2017**

* Invited to present on behalf of the National Heart Foundation on “Nutrition & Heart Health” for the Sons of the West Program (A Western Bulldog’s health initiative)

OTHER

* Proficient in Chinese (Mandarin) | Adept in Microsoft Suite| Sound understanding of Agile Project Management| Foundation knowledge Ruby On Rails & Python | Well versed in Salesforce| Piano grade 8 AMEB | Violin grade 8 AMEB| Touch typing speed 96 WPM