

CAIN HILL

A team leader with a passion for systems design

Cain is a people-focused leader with a demonstrated history of planning and delivering technology projects. He has 8 years of experience guiding large enterprise clients through complex system transformation/adoption, in waterfall/Agile approaches with onshore/offshore staffing. He is able to form strong interpersonal connections; and always brings empathy and business context into his passion for teamwork and systems design.

He has been a trusted advisor contributing to Deloitte strategy and client project sponsors alike, and he has been commended for his ability to translate strategy into tactical people, process, and platform solutions.

EXPERIENCE

**Deloitte: Sr Manager (Current), Manager (2018 - 2022),
Sr Consultant (2016 - 2017), Consultant (2015), Analyst (2014)**

Leadership and Innovation:

Led a team to expand a new product into the APAC region to increase midmarket sales (Bridges)

- Developed operating model, legal framework, and funding mechanism
- Responsible for backlog/roadmap development, planning deliverables, milestones, resources, and budget
- Coordinated a team across 5 countries and 4 departments; facilitating strategic decisions across products

Improved customer experience by innovating within our delivery methodology

- Led a team of 15+ peers to create a collection of placemat/guides for rapid client onboarding (Launchpad)
- Reduced sales preparation time by 120 hrs per year with a project to consolidate sales material (All In)
- Recruited team and set operating cadence for further developing quality sales material (The Stash)

Upskilled 40+ colleagues to meet market needs (as AU/NZ Workday Training Coordinator)

- Consulted business owners, forged professional connections, forecasted skill gaps, collected preferences
- Managed the \$176,980 AUD training budget and made training investment recommendations
- Reduced training approval process from 30 days to 5 days by leading internal consultations

Client Service:

Directed the global roll-out of product features for 8+ large cloud-based system transformations

- Contributed to a successful 3-year technology transformation, as trusted advisor to a Sydney-based bank
- Led an employee compensation and benefits solution for a large telecommunications firm
- Created an academic appointment solution for a 'Group of 8' Australian university
- Developed a core HR solution for a large logistics company
- Has further experience owning outcomes for clients in the finance and insurance sectors
- Experience managing contributions to parallel projects

Controlled scope and timelines for teams implementing large client transformations

- Performing duties including: scoping, design, build, testing, training, and maintenance
- Acted as team leader, client counterpart, trusted advisor to project sponsors, and systems specialist
- Regular responsibility for 15+ stakeholders, 4+ reference groups, and running client training programs

Team Contribution and Growth Mindset:

Supported team growth as community of practice leader, and point-of-contact for training and systems expertise

- Coached 4 team members over 3-year time span, co-developed career plans; providing advice and support
- Made a remote work community for 40 colleagues by hosting experience-sharing team calls (Campfire Stories)
- Surveyed as one of the most-valued 'lockdown initiatives' for team wellness

Trained team mates by creating and delivering gamified workshops and programs about:

- Storytelling, design techniques, and resources (Next Level Design)
- Data manipulation and editing tools for data quality improvement and dashboarding (Quest Against Bad Data)

Directed and influenced team culture in the Deloitte's Workday practice and the broader Human Capital team

- Presented to Partner and Director strategy workshops based on tactical project learnings (PPDs)
- Contributed as a culture leader; ran learning groups, onboarded new joiners, hosted full department meetings
- Facilitated the integration of acquired businesses by acting as formal and informal guide
- Supported new joiners in the project lifecycle, as one of the earliest-trained Australian Workday specialists

EDUCATION AND AWARDS

Swinburne University, Bachelor of IT, 2012: Business + systems analysis, process design, databases, programming

Local Hero Award (Deloitte): Voted by peers for outstanding community contribution and role-modelling values

Long Tan Leadership Award (ADF): 'Awarded to community-minded citizens who demonstrate characteristics integral to Australian society'

Strengths

Team Leadership
Forming Connections
Staff Mentoring
Agile Methodologies
Project Lifecycle
Systems Implementation
Budgeting and Forecasting

Project Management Tools

teamwork.com
Asana
Smartsheet
JIRA
Internal Resource Planners

Professional Development

Critical Thinking
Coach to GROW
Agile at Work

Software Experience

Workday
Microsoft Suite (Excel, PowerPoint, Project, Visio)
Thinktank
Miro/Mural
EasyMorph
MsTeams
Slack
CMS (Wordpress / ProcessWire)

Code / Formats

Python
JavaScript
VBA
HTML/CSS
Markdown
JSON/XML
API Consumption