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[Sharon Martin | LinkedIn](#)

## SHARON MARTIN | BUSINESS SYSTEMS ANALYST | SYSTEMS MANAGER

### CAREER PROFILE

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Experienced IT professional in managing and leading technical and non-technical teams in the delivery of IT solutions and applications development to meet the business outcomes.

Working with stakeholders and technical team members to map, analyze and document business processes, functional and non-functional requirements and testing strategies for successful project and business implementations.

Managed resources and changes across a number of key outsources and internal operations systems

### CAREER SUMMARY

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SOLUTION DELIVERY MANAGER	IMB BANK	16/02/2012 – 14/02/2022
SENIOR BUSINESS SYSTEMS ANALYST	OASIS ASSET MANAGEMENT	01/09/2009 – 31/12/2011
SENIOR BUSINESS ANALYST	CSA	01/04/2009 – 31/08/2009
SENIOR MANGER SYSTEMS/BUSINESS SYSTEMS ANALYST	NEDBANK	01/02/2004 - 15/12/2008

### QUALIFICATIONS

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FULL STACK DEVELOPER/BOOTCAMP (CURRENTLY COMPLETING)	SYDNEY UNIVERSITY
BCOM INFROMATICS (INFORMATION SYSTEMS)	UNISA
CERTIFICATE ENTRY - LEVEL COBOL PROGRAMMER	COMPUTER SKILLS

## EMPLOYMENT HISTORY

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### IMB BANK

### SOLUTION DELIVERY MANAGER

#### RESPONSIBILITIES

Managed a team of systems analysts and developers looking after the Enterprise and Data Warehouse systems. Managed the IT Project Management, Solution Design and Development functions, incorporating production support, IT project and change management and quality assurance processes.

- Manage the definition of detailed plans for the delivery of new systems and functionality that meet agreed business requirements and project timelines, assisting in the planning and sizing of project tasks and oversee timely work estimates for solutions development and projects, working closely with the business units to match demand for IT systems vs supply via effective prioritization and process improvement
- Providing specialist advice to business regarding the development of applications and solutions, building and maintain effective relationships with business units/stakeholders including assisting in the escalation of IT systems/issues on behalf of the business (customers)
- Contribute to the IT strategic and operational planning processes, maintaining technical environments and operations for development and production systems, oversee technical design work and ensure designs are aligned to architecture, security and risk standards and guidelines.
- People Management including recruitment, performance reviews, development plans, capacity, and resource planning.

#### ACHIEVEMENTS

- Reviewed team processes, procedures, and work allocation practices. Improved delivery throughput, on average, from 2-3 projects to 6-8 per annum and improved CAB delivery from 3-5 items per month to 12-15\* CAB changes
- Assisted in the development of performance measures and project status reporting for senior management and the PMO
- Facilitated design reviews and IT workshops, encouraged team collaboration and open communication, leading the team in successfully implementing the New Payment Platform ensuring IMB was one of the first organizations in Australia to provide the OSKO payment services, considered a key strategic item for the business (customer retention).
- Researched and proposed options to directly engage with the customer (IMB members) on card-based transactional activity, enabling a member to respond to potential fraud by interacting with the system real-time. Led the team in successfully implementing the New Card Fraud Management system including customer step-up functionality improving customer service, reducing fraud losses by 90\* % and cost saving of \$300K per annum.
- Coordinated the project plans, technical designs, development and testing to ensure the team successfully implemented a Fraud Monitoring system for internet banking services on member's digital devices.
- Recommended an interim solution for the management of product data maintenance for the Open banking Consumer Data project, ensuring the team delivered to the compliance timelines as the scope was too broad. Documented the processes and procedures for the change management of the Product Database.
- Assessed and planned out the effort for the Open Banking Consumer project, recommending an "all hands-on deck" approach noting impact to other projects in flight. This ensured the successful

delivery of the Open Banking Consumer data in line with the mandated deadlines and in accordance with data provision rules.

- Reviewed the status of the data warehouse conversion/migration project, which had stalled for three years and proposed an alternative approach which saw the team successfully migrate a series of key MIS reports/reporting from Impromptu to Cognos within nine months.
- Established the project plans and delivery approach for the migration from the legacy system and integration into the new Treasury Risk system (Kamakura) improving the business portfolio risk reporting function.
- Directed the team and coordinated design, development and testing while working with the business in defining the requirements and project status reporting, accomplishing:
  - FATCA/CRS - (Compliance Project) to meet ATO and Foreign tax obligations in line with regulatory driven deadlines
  - Mobile payments solution to allow members use GooglePay®, ApplePay®, SamsungPay® etc. which was seen to be a key service for member retention by the business
  - Delivered the new suite of Regulatory Reporting covering requirements from:
    - EFS (Economic Financial Statistics)
    - APRA
  - Implemented Payments Scheme Enhancements by scheme mandated deadlines supporting:
    - VISA
    - EFTPOS
    - NPP
    - ATM/CARD:
      - Mag Stripe to Chip
      - ATM OS upgrade to support new chip technology
      - PayWave/Tap 'n Go
  - Merger - Hunter:
    - Analyzed and documented the PIN encryption process to support the new Card Management changes that also benefited IMB members allowing them to self-serve card management function like Stop Card and PIN changes via Internet Banking reducing the number of support calls to the Help Desk
    - Implemented APIs to allow the TIFF devices to integrate to IMB's backend allowing the device to perform basic teller functions
  - Upgrades:
    - OKTA to Azure – facilitated the changes required to use the new authentication protocols
    - Internet Banking Upgrade that included e-statements reducing production costs for paper-based statements
    - BDS (Branch Delivery System) Upgrade – list of key enhancements to the teller banking system to reduce operational risks and errors due to legacy system lack of controls/validations resulting in Operational incidents (Risk)
  - Implemented a Creditor's EFT solution allowing for the processing of payments to creditor's via EFT replacing cheque processing

#### Compromised Cards\*

Conceptualized and defined the requirements to build a compromised cards process that integrated with the existing card management functionality pertaining to a member's ability to self-manage compromised cards.

#### Data Obfuscation\*

Designed a data rules-based data obfuscation method to assist with the data masking and scrambling of back-end system's data. Monitored progress of development activities.

## **OASIS**

## **SENIOR BUSINESS SYSTEMS ANALYST**

Managed the Business Systems Analyst Team ensuring the delivery of the functional specifications for projects and system change initiatives. Reviewed and worked with the business and testers to ensure solutions were ready for production/implementation.

### **RESPONSIBILITIES**

- Manage the definition of detailed plans for the delivery of new systems and functionality that meet agreed business requirements and project timeline
- Planning and sizing of tasks and oversee timely work estimates for projects and changes

### **ACHIEVEMENTS**

- Completed the Functional requirements for MoneyOne evolution\* – the MoneyOne evolution project was the migration of key desk-top functions to a browser-based solution.
- Completed the non-functional requirements for MoneyOne evolution\*

(\* Project was stopped due to funding)

## **CASH SERVICES AUSTRALIA (CSA)**

## **SENIOR BUSINESS ANALYST/PROJECT LEAD**

Cash Services Australia provides cash management solutions to Australia's largest banks and financial institutions.

### **RESPONSIBILITIES**

Managed the delivery of the functional specifications for projects and system change initiatives. Reviewed and worked with the business and testers to ensure solutions were ready for production/implementation.

Collated and presented weekly project status and progress reporting on current initiatives.

### **ACHIEVEMENTS**

- Completed the business requirements and process maps for:
  - ANZ Safe Cash
  - Westpac Commercial Deposit Processing
- Completed testing of ANZ CBOS system

## **Nedbank (Retail Bank):**

## **Senior Manager – Systems**

### **(Home Loans Projects, Process & Systems)**

#### **RESPONSIBILITIES**

Managed a team of technical business analysts, testers and system support staff looking after and coordinating the changes across multiple systems responsible for the delivery of business requirements, functional and non-functional requirements.

- Providing specialist advice to business regarding the development of applications and solutions, building and maintain effective relationships with business units/stakeholders including assisting in the escalation of IT systems/issues on behalf of the business (customers)
- Managed vendors relationships from a delivery perspective, triaging with vendors and the Information Technology Division in managing the workload pertaining to system changes both from a technical and functional point of view
- People Management including recruitment, performance reviews, development plans, capacity, and resource planning.

#### **ACHIEVEMENTS**

- Managed the team of four lead technical business analysts/systems managers and six business analysts and ensured changes were coordinated across key systems supporting the business processes to ensure optimal utilization to meet all business units or project expectations, delivering business requirement, specifications and testing of key projects
  - Banking Platform (Mortgages) - Implement the mortgages application front-end on the Banking Platform, allowing integration to the back-end workflow system for automated loan processing, reduction in errors and improved throughput.
  - Home Loans External Interface – Implemented a B2B SOAP web-service to received mortgage application data, allowing integration to the back-end workflow system for automated loan processing, reduction in errors and improved throughput and response to market.
  - Implemented the upgraded WebConvey system which is a B2B Internet electronic workflow management system between the bank and a conveyancer and incorporates a sophisticated legal document assembly function (loan agreements/contracts).
  - Managed the PROAPP - Home Loan mobile GUI front-end system designed specifically for laptop users to capture Home Loan applications and ensured it was Y2K ready, incorporated auto mated credit scoring and the recommended the decommissioning of the application due to market changes (origination)
  - Implemented the changes to the systems to cater for the Collateral Replacement Indemnity Scheme
  - Implemented changes to system to cater for the BASEL II requirements specifically around automated scoring to address credit risk issues.
  - Implemented the required system changes to cater for the requirements of the National Credit Act (NCA) that encompassed:
    - Stringent affordability checking rules
    - Revised collections practices
    - Introduction of the National credit regulator
    - Introduction of Debt Counseling
    - Banning of negative marketing (enticing credit)
    - All client correspondence to be in preferred language (implementation of at least 6 of the eleven official languages)
    - Client option for correspondence delivery

## OTHER SKILLS AND TRAINING

- Data Analysis/SQL
- MERN (JAVASCRIPT/HTML/CSS/MySql/Express/Node/Sequeliser)
- Confluence/JIRA
- Office (including MS-Project and MS Visio)

## REFEREES

Available on request.