

## SHARON MARTIN

### SUMMARY

Versatile IT professional with a track record of successful project and solution implementations within the realm of systems development covering application and web development, solution delivery, team management and leadership.

### PROFESSIONAL ACHIEVEMENTS

#### **SOLUTION DELIVERY MANAGER**

Successfully implemented the New Payment Platform ensuring IMB was one of the first organizations in Australia to provide the OSKO payment services

Successfully implemented a New Card Fraud Management system with customer step-up functionality improving customer service and reducing fraud losses by 90\* %

Successfully implemented a Fraud Monitoring system for services on digital devices

Implemented Open Banking – Product and Consumer data sharing in line with CDR requirements

Implemented FATCA/CRS

Successfully implemented BI conversion/migration (Impromptu to Cognos) of key MIS reports/reporting

#### **SENIOR MANGER SYSTEMS**

Top Achiever - Nominee

Successfully implemented a B2B conveyancing system (WebConvey) where the cancellation process reduced from 90 days to less than 45\* and improved the mortgage registration process with a reduction in re-work and errors

Successfully implemented a BRB, web-service for automation of loan application submissions (External Interface)

Successfully implement BASEL II and NCA (National Credit Act) regulatory requirements

#### **IT (PROGRAMMER – TEAM MANAGER)**

Successfully implemented the re-write of Home Loan Back-office Financial System (Fraud Mitigant)

Successfully implement a major conversion of Home Loans applications(code), database and Hardware (Unisys A-series -> IMB AS400)

### SKILLS

Strong Leadership Skills/Motivator

Innovative – Critical/Analytical Thinker

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Good Communication Skills – Good Listening Skills  
Data Analysis/SQL  
MERN/JavaScript/HTML/CSS/MySQL  
Confluence/JIRA  
Microsoft Office /Visio

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## WORK HISTORY

### **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 MANAGER – SYSTEMS – NEDBANK (RETAIL)**

01/10-2007 – 15/12/2009

### **SENIOR BUSINESS ANALYST – NEDBANK (RETAIL)**

01/02/2004 – 30/09/2007

### **TECHNICAL BUSINESS ANALYST – NEDBANK (IT DIVISION)**

15/02/1999 – 01/02/2004

### **TEAM MANAGER (IT DIVISION)**

01/01/1994 – 15/02/1999

### **SYSTEMS ANALYST (PYRANED)**

01/01/1990 – 31/12/1993

### **ANALYST PROGRAMMER (PERMANENT BUILDING SOCIETY)**

01/10/1986-31/12/1989

### **SENIOR PROGRAMMER (PERMANENT BUILDING SOCIETY)**

01/10/1985 – 30/09/1986

### **PROGRAMMER**

01/11/1984 – 30/09/1985

### **TRAINEE PROGRAMMER**

16/07/1984 – 31/10/1984

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## EDUCATION

### **SYDNEY UNIVERSITY – FULL STACK DEVELOPER/BOOTCAMP**

2022

### **BCOM INFROMATICS (INFORMATION SYSTEMS) - UNISA**

2005

### **CERTIFICATE ENTRY - LEVEL COBOL PROGRAMMER**

1984

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**MATRIC – HIGH SCHOOL GRADUATION**

1983

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**REFERENCES**

**WENDY FELLOWS**

Human Resources Manager – IMB Bank (Wollongong) Australia  
(02) 42 980 274

**JOHN VORRIAS**

Manager – Development Team Lead, MMC Global Technology  
(Coniston), Australia  
(04) 12 867 742

**KAREN LISNEY**

Development coordinator (IMB Bank)  
Personal reference  
(04) 37 735 044

**PAUL CUDINA**

IT Project Manager (IMB Bank)  
Personal reference  
(04) 08 114 660

## EMPLOYMENT DETAILS

### **POSITION** SOLUTIONS DELIVERY MANAGER

#### **IMB Bank**

##### **Job Responsibilities**

Manage a team of systems analysts, developers (Enterprise Systems and Data Warehouse), IT project management function.

- Manage resources and coordinate the efforts for optimal utilization to meet requirements of the business change program.
- Attended Business Requirements workshops, Reviewed Business requirements and provided sign-off.
- Reviewed IT project/delivery plans and ensured appropriate resource allocation
- Reviewed team processes and procedures and work allocation practices -improved throughput from 2-3 projects to 8-10 per annum and improved CAB delivery from 3-5 items per month to 12-15\* CAB changes per month
- Facilitated sessions:
  - Knowledge Transfer
  - Internal Operational improvements
    - Implemented Design processes and Documentation
    - Implemented IT Project Management practices/processes
- Maintained Operation Risk Register from an IT perspective
- Managed Production Support Activities
- Completed weekly status and project reporting
- IT Project Plans for delivery of key projects
- Development and testing of the solutions
- Implementation Planning
- Ongoing support and maintenance activities
  - Procedures/Manuals
  - CAB

##### **Key Projects**

###### Project: Open Banking Consumer

As per the CDR standard the IMB must make provision for a member to access their data. The solution involved the creation of APIs using MuleSoft.

###### Project: Open Banking Product Data

As per the CDR standard the IMB must make provision for a user to retrieve data about the products and product features on offer at the IMB. The solution involved the creation of APIs using MuleSoft, the creation of a SQL database to capture the product information and the establishment of processes to support maintenance of the product database.

###### Fraud Management

Integration Solution: Card transaction data integrated via Mule APIs to Fraud.net which identifies fraud markers and based on a risk score returned the system automatically blocks/unblocks a card and invokes a step-up process.

#### Fraud Monitoring

Integration Solution: System integrates with InAuth to verify that the device belongs to the member. Based on the scores of transactions on the device the system will manage the transactions accordingly and notify the fraud monitoring team of any suspected fraud activity.

#### Mobile Payments

Introduced Google and Apple wallets as digital card payment methods for members.

#### EFS (Economic Financial Statistics)

Compliance Reporting Project (Data Warehouse) encompassing the collection of data from various source systems to populate the returns. Included building new functionality to capture required data.

#### APRA Reporting

Compliance Reporting Project (Data Warehouse) encompassing the collection of data from various source systems to populate the returns. Included building new functionality to capture required data.

#### FATCA

To adhere to the requirements of the new American tax laws any citizens of the USA who were members had to declare their tax status for reporting to the American Revenue Services.

#### Common Reporting Standard (CRS)

Foreign tax obligations where any members with foreign indicia are reported to the ATO for reciprocal tax obligations for countries participating in the scheme.

#### Financial Claim Scheme

APRA compliance requirements for the provision of services to capture the ADI details and process monies owed in terms of the government deposit guarantee.

#### Payments Scheme Enhancements

Several major enhancements to cater for both EFTPOS and VISA payment scheme changes. Payment scheme changes are driven by hard deadlines and failure to comply can result in the removal of an institution from the scheme or penalties are applied

#### Hunter Merger – Card Management

As part of the overall merger with the Hunter United, key project that also benefited the IMB members in terms of enabling self-service card management functions.

#### Hunter Merger – TIFF Integration

TIFF devices are specific hunter TCR machines that required integration to the IMB's backend systems. Project included functions to support basic teller transaction activity (deposits, withdrawals)

#### OKTA to AZURE

Migration of internal systems to use the Microsoft Authentication protocols.

#### Westpac to ANZ cheque processing

Migrated the processing of cheques from Westpac to ANZ after Westpac announced they would no longer provide the cheque settlement services to tier-2 banks.

#### Impromptu to Cognos Migration

Conversion of "6000" reports from the legacy Impromptu solution to Cognos. Defined the migration method and testing strategy. Project was in flight for three years and still at the requirements phase and after joining IMB go it delivered and implemented 18 months later.

#### Card-Mag Stripe to Chip (incl ATM OS upgrade)

Project to cater for the changes on cards where mag-stripe cards were being phased out and replaced with chipped cards.

#### Internet Banking Upgrade

Major upgrade to the IMB Internet Banking solution saw the introduction of new features (e-statements). The IB frontEnd is an outsourced solution but the team did then back-end integration and build the new services to support the new features implemented.

#### BDS Major Enhancement

To consolidate the development and testing effort, combined a number of key enhancements to the banks legacy branch delivery system (BDS) as a project.

#### Creditor's EFT

Implemented an improved creditor's payment system allowing the accounts department to move away from manual cheques" to setting up EFT payments to pay creditors.

#### Compromised Cards\*

Built a system to contact members when notified of the potential compromised card (development and in testing)

#### Data Obfuscation\*

Defined a data obfuscation method to assist with the data masking and scrambling if back-end systems in the development and test environments.

## **POSITION** SENIOR BUSINESS SYSTEMS ANALYST

### **Oasis Asset Management**

#### **Job Responsibilities**

- Requirements analysis for MoneyOne evolution
- Documented functional specification for MoneyOne evolution project

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

### **Cash Services Australia**

#### **Job Responsibilities**

- Project Lead
- Documented business requirements for :
  - ANZ Safe Cash
  - Westpac Commercial Deposit Processing
- Tested ANZ CBOS system

### **POSITION** SENIOR MANAGER – SYSTEMS

#### **Nedbank (Retail Bank): Home Loans Projects, Process & Systems**

Manage a team of four lead technical business analysts/systems managers and six business analysts at varying degrees of experience

#### **Job Responsibilities**

Partnered with vendors and managed the relationship from a delivery perspective

Liaise with vendors and Information Technology Division and manage workload pertaining to system changes both from a technical and functional point of view

Manage the system enhancement requirement priority list and track progress of implementation by the IT department or software vendors of the requirements across all twelve systems within the systems portfolio.

Manage team resources and co-ordinate effort for optimal utilization to meet all business units or project expectations

Analyze change requests impact on systems, provided costs and timings for changes and assisted with Cost Benefit analysis where required

Review and sign-off all functional enhancement specifications or System Requirements Specifications, Business Requirements Definitions (BRD) and Functional Specifications and other applicable SDLC deliverables in accordance with the bank's preferred methodologies including but not limited to system context diagrams, system flow charts, Data Flow Diagrams, business use case diagrams and existing business processes & ensure integration of changes into business environment (Change Management).

Review and sign-off system testing deliverables including the testing strategy, test plan, test packs and conducted the system acceptance testing.

Ensure team compliance in terms of updating the system documentation and models (Intellectual Property management)

Liaise with project managers, architects, process engineers/analysts & other team members to define functional & non-functional requirements and implementation requirements and project scope and project risks

Provide input to compilation of formal Executive Committee approved project plans and business cases

Compile project plans for informal projects/resource management

Provide input to implementation plans and training material

Ensure post-implementation support once system or enhancements are deployed

Provide regular progress feedback to executive management team – monthly dashboards

## **POSITION** BUSINESS ANALYST - LEAD BUSINESS ANALYST

### **Job Responsibilities**

#### Project: Collateral Replacement Indemnity Scheme

A government backed guarantee against the loans where additional collateral is required.

##### **Key Deliverables:**

- Data Analysis – identified key data requirements in order to process the guarantees
- Conducted requirements gathering sessions with Product and Operations Managers
- Developed functional enhancement specification (MVS)
- Developed test cases and test plans

#### Project: PROAPP (Y2K)

Home Loan GUI front-end system designed specifically for laptop users to capture Home Loan applications.

Laptops were given to the mobile sales force (Home Loan consultants) with a view of having the applications captured at the point of sale, transmit the data to bank for credit scoring and giving a response or credit decision to the client immediately.

##### **Key Deliverables**

- Developed the functional enhancement specifications to cater for Y2K
- Developed test cases and test plans
- Conducted the end-to-end functional testing, including the coordination of User Acceptance Testing.

#### Project: PROAPP 2

Major enhancement/upgrade that addressed requirements around the credit scorecards, operational data requirements and technical improvements to the solution and to reuse the components/functionality and deploy the solution onto the branch banking platform

##### **Key Deliverables**

- Developed test strategy for the two environments (laptop & desktop)
- Developed test plan and test cases
- Tested the solution managed the bug list

#### Project: PROAPP decommissioning

Conducted an analysis of the utilization of the system

##### **Key Deliverables**

- Assessment of the number of applications submitted electronically
- Conduct analysis as to why the take-up rate was low
- Documented system recommendation (Solution was decommissioned)

#### Project: Banking Platform – Mortgages

GUI front-end to capture Home Loan applications at the branch, included credit scoring and interfacing to the back-office workflow system (Staffware).

##### **Key Deliverables**

- Conducted requirements gathering sessions with key stakeholders
- Performed high-level analysis and design and banking platform impact assessment
- Document the business requirements specification
- Performed detailed analysis and design and documented the functional specification for the front-end
- Document the Integration specification
- Performed data mapping and documented the data transition requirements
- Developed test plan and test cases
- Tested the solution managed the bug list

#### Project : Home Loans External Interface



The home loans external interface is an electronic B2B solution using SOAP. The web service receives the home loan application data, performs data validation and submits correct and un-tampered applications for further processing.

**Key Deliverables**

- Conducted requirements gathering sessions with key stakeholders
- Documented data requirements and business functional processing rules (functional specification)
- Reviewed and approved the technical designs
- Managed solution delivery with vendor (Vendor Management)
- Documented project scope and project plans
- Documented test plans and test cases
- Conducted system and Integration testing of the service into the backend workflow and credit scoring systems
- Co-ordinate User Acceptance testing
- Documented the vendor specification (Data Submission rules)
- Manage ongoing system enhancement list, enhancement priorities and change control process and kept the vendor specification up to date with any enhancements made to the service
- Accredited new vendors/users of the service (Integration testing of originator front-ends into the bank's web service)

**Project: WebConvey**

Webconvey 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) solution.

**Key Deliverables**

- Documented data requirements and business functional processing rules (functional specification)
- Documented the ETL rules for the integration of the system with the mainframe (back-end)
- Reviewed and approved the technical designs
- Managed solution delivery with vendor (Vendor Management)
- Documented test plans and test cases
- Conducted system and Integration testing of the service into the backend legacy system (mainframe)
- Manage ongoing system enhancement list, enhancement priorities and change control process
- Established attorney training strategy using e-Learning and a managed the training deliverables (outsourced)

**Project: BASEL II**

Basel II focused on key risk issues facing banks and addressed, inter alia, credit risk and operational risk. It focused on ensuring standard credit practices and decisions and system stability.

**Key Deliverables**

- Implementation of an automated workflow system (Staffware 10i), between the Home Loans External Interface and the bank's automated credit scoring system.
- Documented data requirements and business functional processing rules (functional specifications)
- Documented the ETL rules for the integration of the system with the Home Loan back-end system (mainframe), client data, other account data and other transaction processing systems (Insurance and Assurance) and the credit scoring system (Transact/SMG3), applied data mapping rules to ensure seamless integration
- Reviewed and approved the technical designs
- Documented test plans and test cases
- Conducted system and Integration testing
- Manage ongoing system enhancement list, enhancement priorities and change control process

**Project: National Credit Act**

Project that required all systems be aligned to the new credit requirements of the National Credit Act and encompassed key objectives:

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

**Key Deliverables**

- Functional enhancement specifications for:
  - WebConvey
  - Mainframe (Core mortgages financial engine)
  - Debt Manager (Collection Strategies)
  - Automated workflow solution
  - External Interface (includes the revision of the vendor specification)
  - Documented all testing deliverables and conducted e-t-e testing for :
    - WebConvey
    - Mainframe
    - Debt Manager
    - Automated workflow solution
    - External Interface
  - Documented the Business Requirements specification for a new document management system and the detailed functional specifications for the assembly, distribution and archiving of client correspondence.
  - Partnered with the IT Division to conduct a Proof of Concept (POC) on various technology options – due diligence conducted on the available products short-listed as solution providers.

## **POSITION**   JUNIOR PROGRAMMER – TEAM MANAGER

### Team Manager Application Services Department

Career commenced in the IT department as a junior programmer and was eventually a team manager of a team of developers and analyst programmers. The team was responsible for the delivery of various applications that supported the Home Loans/Micro Loans business especially around the management of the client's home loan accounts.

During my career at the IT department, the system went through various conversion cycles utilizing different technical solutions.

#### **JOB DESCRIPTION and DUTIES**

- Implementation of various projects: -
  - Re-write of Home Loans Back-office Financials
    - Document the Technical Design Specification
    - Document Program Specifications
    - Testing (Unit, System, and co-ordination of User Acceptance Testing)
  - Home Loans Conversion: UNISYS A-series ⇨ MVS
    - Code Conversion (XGEN ⇨ COBOL - CICS)
    - Data Conversion (DMS II ⇨ DB2)
    - Testing (Unit, System, and co-ordination of User Acceptance Testing)
- Daily Stand-by and Support of financial programs (on-line and batch)
- Setting up of stand-by schedule
- Manage Human Resources
  - Staff recruitment
  - Performance contracts
  - Performance Management and Reviews
  - Mentoring
- Task Management
  - Allocation of work activities to staff members
  - Create project plans to manage work activities
  - Prioritize team work activities
  - Review of work (code review) and test plans & test results

### Systems Analyst Systems Development – Permanent Bank

#### **JOB DESCRIPTION and DUTIES**

- Implementation of various projects: -
  - Migration of Nedbank Home Loans Financial system from UNISYS V-series to UNISYS A-series
    - Document the Technical Design Specification
    - Document Program Specifications
    - Testing (Unit, System and co-ordination of User Acceptance Testing)
  - Enhancements to Home Loans Financial on-lines to feed financial data to the new Open Series General Ledger
    - Document Program Specifications
    - Testing (Unit, System and co-ordination of User Acceptance Testing)
  - Enhancements to the Home Loans system to align to the Hogan CIS requirements
    - Document Program Specifications
    - Testing (Unit, System and co-ordination of User Acceptance Testing)

### Analyst Programmer Systems Development – Permanent Building Society

#### **JOB DESCRIPTION and DUTIES**

- Home Loans Arrears and Legal Action system (took responsibility for full Software Development Life Cycle Process)
  - Project Management
    - Schedule: TimeLine
  - Requirements gathering
    - Interviews with key business stakeholders
    - Business Requirements Specification
  - Solution Design
    - System Specification
  - Program Specification
    - Batch Programs
    - On-line Programs
  - Project schedule
    - Time Line
  - Solution testing
    - Test strategy
    - Test Packs
    - Conduct Testing
    - Manage BUG tracking and resolution
  - Development of User Training Material
    - Manuals created in Word Perfect
  - Facilitated User Training
    - Class Room training in all key regional offices
- Co-ordination of business enhancement requirements to existing system

#### Senior Programmer

##### **JOB DESCRIPTION and DUTIES**

- Re-write of the Home Loans system from COBOL68 into XGEN
  - Document Program Specifications for Junior and Trainee Programmers
  - Development of various on-line modules in XGEN
  - Development of various reporting modules in XGEN

#### Programmer

##### **JOB DESCRIPTION and DUTIES**

- Coding enhancements to the COBOL Home Loans Financial On-line (Cobol68)
- Coding of enhancements to the COBOL Fixed Deposits and Sub-shares on-line and batch programs (Cobol68)
- Coding of enhancements to the COBOL Customer Information System on-lines and batch program (Cobol68)
- Unit Testing of code changes
- Implementation/co-ordination of changes to programs

#### Trainee Programmer

##### **JOB DESCRIPTION and DUTIES**

- Coding enhancements to the COBOL Home Loans Financial On-line (Cobol68))
- Unit Testing of code changes
- Implementation/co-ordination of changes to programs