

An experienced

- Engineer in Product Development, Verification, Quality Assurance, Manufacturing & Field Services.
- Analyst in Business & Operational Processes, Research and Data
- Project Officer in Managing Commercial Contracts and Pricing for Build, Production, Commissioning and Maintenance.
- Change Agent for Process Improvement, Fostering Organisational Culture and Network Leadership

I have a strong commitment to my immediate and wider team providing strong analysis and innovative ideas that drive optimal business outcomes. I enjoy continuous learning and driving engagements with many cross-functional teams.

Key capabilities include but not limited to:

- Analysing and interpreting raw data to assess business needs, set project priorities, and identify inefficiencies and opportunities for process improvement.
- Engaging stakeholders and facilitating workshops to align initiatives with strategic objectives, drive staff engagement, and deliver cost-effective, sustainable change.
- Leading cross-functional collaboration to define project scopes, gather and translate requirements into actionable deliverables.
- Developing test criteria and project timelines to ensure high-quality, on-time delivery of new solutions.
- Preparing comprehensive project briefs and documenting business and technical processes to support training, operations, and ongoing optimization efforts.

## PROFESSIONAL EXPERIENCES

### ERICSSON

FEBRUARY 2019 - AUGUST 2024

**Engineer – Script Automation**

**DevOps Architect (Interim) – Automation & Process Improvement**

**Contract Variation Management – Site Build, BAU**

**New Product Introduction Engineer – Software & Hardware**

**Integration Engineer – RAN & Fixed Wireless**

- **Project & Financial Management**
  - Delivered Telstra BAU projects (AUD 10K–100K+) through cross-functional coordination with Commercial, Construction, Service Delivery, and Finance teams.
  - Managed vendor quotations and customer pricing to maintain strong project margins.
  - Coordinated cost variation claims with Construction Managers.
  - Mitigated compliance risks to ensure timely financial closure and vendor payments.
  - Managed Jira ticketing and defect tracking for R&D initiatives, ensuring smooth issue resolution and development continuity.
- **Data Analysis & Reporting**
  - Delivered cost analysis to support strategic pricing decisions.
  - Presented monthly financial insights to the PMO, reducing quarterly deficits.
  - Developed performance reporting HTML tools compatible with the new Network Management platform.
  - Monitored new solution trials and shared network performance insights with R&D
  - Automated weekly NBN bandwidth utilisation reporting process to predict & avoid future congestion.
- **Process Automation & Optimisation**
  - Automated script generation to align with new software parameters across all live Telstra network scenarios, eliminating quarterly manual updates.
  - Proposed and initiated decentralization of document administration to streamline processes.

- Automated configurations for new software and CPU levels in transport network, reducing manual effort and increasing first-time accuracy.
- Led design and development of a real-time site auditing tool with the Global Automation team to capture and verify network status.
- **Change Management & Fostering Organizational Culture**
  - Led the ANZA early-career employee optimization program, nurturing future leaders and aligning initiatives with the executive team's strategic vision.
  - Designed and facilitated workshops to uncover pain points, secure early employee buy-in, and prepare teams culturally for upcoming process and strategic transformations.
  - Mentored employee community group leads in customizing program charters and managing stakeholder engagement amid post-pandemic business transitions.
- **Product Verification & Development**
  - Collaborated with Nokia and NBN teams to define test objectives to develop and integrate Nokia NTD equipment, enabling 5G capability in the NBN network.
  - Verified and implemented upgrades for 4G and 5G LTE radio base station software.
  - Tried uplink performance enhancement features in the NBN live network and completed roll-out.
  - Introduced a new, cost-effective radio with advanced transceiver capabilities to the Australian market.
- **ICT Design & Integration**
  - Led critical backhaul microwave upgrades at NBN's National Test Facility (Q3–Q4 2020), delivering successful deployment despite COVID-19 lockdowns
  - Implemented QAM upgrade to rapidly boost NBN network capacity during the shift to remote work.
  - Coordinated with field technicians, managed services, and project managers to execute remote integrations with minimal service disruption and secure milestone approvals.
  - Designed greenfield and collocated transmission backhaul sites to meet NBN performance KPIs.
  - Integrated Advanced LTE features, including Carrier Aggregation, to support higher capacity demands.

## Pump & Electrical Engineering Services Pty Ltd

SEPTEMBER 2015 - DECEMBER 2018

### Commercial Service Management

July 2017 – Dec 2018

- Initiated a new cost-effective reporting system for service division to improve efficiency.
- Secured numerous new service contracts with new customers.
- Assisted the company to boost profits by developing business promotional strategies.

### Production Engineer

July 2016 – June 2017

- Introduced a novel pressure guided design modification to improve the performance while significantly minimizing the production cost of the current hot water system design.
- Revised QA process to obtain the WaterMark Certification for the patented commercial hot water systems.

## EARLY CAREER ROLES

Role	Organisation	Year
Design Engineer	Pump & Electrical Engineering Services Pty Ltd	Sep 2015 – June 2016
Research Engineer	Monash University	Mar 2012 – Aug 2015
Laboratory Demonstrator ( <i>Part-time</i> )	Monash University	Mar 2013 – July 2015
Teaching Associate ( <i>Part-time</i> )	Monash University	Mar 2012 – July 2015

## SYSTEMS EXPERIENCE

- MS Office (expert use of Excel, Word & PowerPoint)
- MS Power Platform
- Google Analytics
- Jira, MYOB
- PowerBI & Tableau
- SQL, VBA, Python
- XMind, MS Visio
- MS Sharepoint & Forms

## EDUCATION AND QUALIFICATIONS

Qualification	Organisation	Year
Doctor of Philosophy in Engineering	Monash University	Mar 2012 – Dec 2017
Six Sigma & Lean – <i>Yellow Belt</i>	Technical University of Munich	Mar 2018 – Nov 2018
Evidence Based Management	Australian National University	Jan 2017 – Sep 2018
Bachelor of Engineering (Mechanical - 1 <sup>st</sup> Class Hons)	Monash University	Mar 2008 – Dec 2011

## PROFESSIONAL DEVELOPMENT

Certification	Organisation
Change Management	Skillsoft
Engineering Design for a Circular Economy	Delft University of Technology
Project Management Basics	PMI registered Greenlight PM
Innovation Bootcamp	Monash University
Agile Project Management Principles	Linkedin
Introduction to DevOps: Transforming & Improving Operations	Linux Foundation
IT Infrastructure Automation - Python Automation Programming	Ericsson Academy
Introduction to Python for Data Science	DataCamp
RAN Transport & Architecture, Microwave Transmission Technology	Ericsson Academy

## PROFESSIONAL HIGHLIGHTS

Role / Position	Organisation	Years
<b>Founding Co-Program Lead</b> NextGen Employee Resource Group	Ericsson India, SouthEast Asia & Oceania	2023 – 2024
<b>Program Lead - Young Professionals</b> <ul style="list-style-type: none"> <li>End-to-End Program Management with Executive Sponsors</li> <li>Nurture future leaders, develop workshop and Events to optimise employee potential and engagement</li> </ul>	DEI Council Ericsson Australia & NZ	2020 – Feb 2024
<b>Culture Champion</b> Award personifies company values and recognises the young professional that takes an active role outside of their day job to influence and advocate for issues that go to the core of what Ericsson stands for	Ericsson Australia & NZ	2020
<b>Vice President</b> Mechanical Engineering Graduate Association	Monash University	2012 – 2014

## LEADERSHIP and VOLUNTEER ACTIVITIES

Role / Position	Organisation	Year
Food Processing, Volunteer	FareShare Australia	2023
Generation Diversity, Event Lead	Ericsson Aus & NZ	2021/22/23
STEM Mentor	In2science	2021/22
Chair, Virtual Young Professionals Summit	Ericsson Aus & NZ	2020
International Womens Day; Event Lead	Ericsson Aus & NZ	2020/21/22
Movember Fund Raising; Event Organiser	Ericsson Aus & NZ	2019/2020
R U OK Day; Event Organiser	Ericsson Aus & NZ	2019, 2020
Health & Wellbeing Yoga Series Coordinator	Ericsson Aus & NZ	2020
Corporate Games Organizing Committee	Ericsson Aus & NZ	2019
Tough Mudder, Volunteer	Beyond Blue	2019