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An experienced

- **Engineer** in Manufacturing, Product Development, Sales, Quality Assurance & Field Services.
- **Analyst** in Business Development & Process Mining, Research and Data.
- **Project Officer** in Managing Commercial Contracts and Pricing for Build & System Implementation.
- **Change Agent** for Process Improvement, Fostering Organisational Culture and Network Leadership.

Analytical and adaptable professional with a collaborative mindset, strong problem-solving skills, and a track record of delivering projects in complex, fast-paced engineering environments. Recognised for clear communication, stakeholder engagement, and a commitment to continuous improvement.

Key capabilities include but not limited to:

- **Engineering Design & System Integration** – Design, test, and integrate ICT, and building service systems; interpret technical drawings and specifications; ensure compliance with Australian Standards, Watermark certification, and industry KPIs.
- **Manufacturing & Production Management** – Led production of commercial building service systems; managed budgets, procurement, plant resources, equipment functionality, and QA processes to meet compliance and certification standards.
- **Contract & Service Management** – Negotiated, managed, and delivered preventative maintenance and service contracts; coordinated site builds and BAU projects, ensuring compliance, risk management, and timely project closure.
- **Product Development, Verification & Sales Support** – Introduced new products, validated software/hardware upgrades, conducted system trials, and supported sales through technical presentations, product demonstrations, and customer solutioning.
- **Financial & Commercial Management** – Oversaw procurement lifecycles, vendor negotiations, cost modelling, pricing strategies, and financial reporting to protect margins and support commercial decision-making.
- **Process Automation & Continuous Improvement** – Designed automation tools (e.g., real-time site auditing, script automation) to streamline workflows, reduce manual effort, improve accuracy, and optimise business processes.
- **Client Engagement & Stakeholder Management** – Built strong client relationships, facilitated workshops, and collaborated with executives, field teams, and vendors to align projects with business goals and customer needs.
- **Project & Program Delivery** – Delivered projects across telecom, construction, and building services by scoping requirements, coordinating cross-functional teams, managing resources, and ensuring quality and budget compliance.
- **Change Management & Organisational Development** – Facilitated culture-change programs, mentored teams, and drove organisational engagement to embed new processes and strategic initiatives.
- **Data Analysis & Business Insights** – Conducted technical, financial, and operational analysis; developed dashboards and reports to provide actionable insights for executives and PMOs.
- **Documentation, Training & Knowledge Transfer** – Prepared engineering specifications, project briefs, schematics, and operations manuals; developed training material and coached staff to support system adoption and optimisation.
- **Research & Innovation** – Applied R&D expertise in MEMS, nano-materials, and advanced telecom technologies to product development, testing, and system optimisation.

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

**Founding Co-Program Lead - NextGen Employee Resource Group, Oceania**

**Program Lead - Young Professionals, ANZA**

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

**Engineer – Script Automation**

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

**Integration Engineer – RAN & Fixed Wireless**

- **Project & Financial Management**

- Delivered Telstra BAU projects 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.

- **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.

- **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.

**Commercial Service Management**

**July 2017 – Dec 2018**

Manage customer contracts and achieve monthly financial targets through effective training and resource management of the engineering service division.

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

**Production Engineer**

**July 2016 – June 2017**

Manage production and improve the manufacturing process of building service pump systems through active engagement with consultants, regulatory authorities, partner companies and suppliers.

- 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**

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|--|---------------------------------------|
| ▪ MS Office (expert use of Excel, Word & PowerPoint) | ▪ PowerBI, Tableau & Google Analytics |
| ▪ MS Power Platform                                  | ▪ SQL, HTML, VBA, Python & Matlab     |
| ▪ MS Sharepoint & Forms                              | ▪ XMind, MS Visio, SAP Signavio       |
| ▪ Jira & MYOB  | ▪ CAD, Solidworks, FEA, H2X           |

**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
Google Analytics	Google
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
Rapid Prototyping for Product Design	Linkedin
IT Infrastructure Automation - Python Automation Programming	Ericsson Academy
Introduction to Python for Data Science	DataCamp
Industrial Design Foundations	Linkedin
RAN Transport & Architecture, Microwave Transmission Technology	Ericsson Academy

## PROFESSIONAL HIGHLIGHTS

Achievement / Award	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
Alumni to Student Mentoring Program, Mentor	Monash University	2025
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 Member	Ericsson Aus & NZ	2019
Tough Mudder, Volunteer	Beyond Blue	2019

## REFEREES

References available upon request.