

## SUMMARY

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An experienced Engineer and Analyst in Process Improvement & Development, Research, Data and Commercial Management.

Seeking for an opportunity that allows for enhancing our ways of working through greater understanding of business needs and stakeholder requirements. With my aptitude for continuous learning and cross-functional collaboration, I wish to contribute to a team that engages in sustainable development and implementation of innovative strategies to achieve optimal business outcomes.

Key capabilities include but not limited to:

- Analyse and interpret raw data to determine business needs, project priorities, identify process inefficiencies and opportunities for improvement.
- Liaise with stakeholders to facilitate workshops to maximise business benefits through effective staff engagement and alignment to deliver cost effective and sustainable improvements.
- Facilitate effective collaborations between cross functional teams to define project scopes, formulate project requirements and translate business needs into deliverables.
- Create and implement test object lists and project timelines to ensure timely delivery of new solutions with acceptable quality and integrity.
- Prepare detailed project briefs, document business and technical processes for training, operational and optimisation purposes.

## GENERAL TOOLS

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|---------------------|------------------------------|
| ▪ PowerBI & Tableau | ▪ SQL, VBA, Python           |
| ▪ XMind             | ▪ MS Office & Power Platform |
| ▪ Jira, MYOB        | ▪ Google Analytics           |

## PROFESSIONAL EXPERIENCES

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### ERICSSON

**FEBRUARY 2019 - AUGUST 2024**

#### Engineer – Script Automation

Generate shell command scripts to implement quarterly software upgrades for the nationwide Telstra 5G network.

##### **Key Contributions**

- Automated the script generation process to produce versatile scripts to match the new software parameters for every scenario in the live network without the need for manual intervention every quarter.

#### Interim - DevOps Architect – Automation & Process Improvement

Recognise areas of improvement and introduce automation solutions in the Telstra account.

##### **Key Contributions**

- Develop and implement a solution to audit data to assist management of the site deployment program.
- Explore and introduce the possibility of decentralizing and streamlining the document administration process.

### **Contract Variation Management – Site Build**

Collaborate with Commercial Management, Service Delivery and Finance teams to deliver Telstra BAU projects. This involves communicating with external contractors and customer Construction and Project management teams to estimate costs involved ensuring customer approval with sufficient margin. Once the site works are completed, ensure any additional costs involved are reported and claimed in a reasonable manner.

#### **Key Contributions**

- Collaborate with Commercial, Service Delivery and Finance teams to deliver Telstra BAU projects.
- Communicate with external contractors and customer Construction and Project Management teams to finalise design specifications and cost estimations allowing adequate margin.
- Coordinate with construction managers to claim any variations from initial cost estimations .
- Process project financial closure in a timely manner.

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

Collaborate directly with Customer Project Team and technical leads, internal Customer Support, Managed Services and Product Development Units to verify and ensure new products, software and feature introductions meet customer criteria and standards.

#### **Key Contributions**

- **Verification Engineer** – Collaborate with Nokia and NBN teams to define test objects and support the development and integration of Nokia equipment (NTD) to enable 5G capability in the NBN network.
- **Lead Test & Implementation Engineer (end to end)**
  - 4G & 5G LTE radio base station software verification and upgrade implementation.
  - NBN uplink performance enhancement features and completion of its trial on the live network.
  - Introduction of the new space saving and cost-effective radio with higher transmitter/receiver capabilities to the Australian market.
  - Advance-LTE feature, Carrier Aggregation to accommodate high capacity.

### **Integration Engineer – RAN & Fixed Wireless**

#### **Quality Assurance Testing**

- **Lead Test Engineer** - Major software upgrades for backhaul microwave transmission systems at NBN National Test Facility amid Covid19 state-wide lockdowns and stage 4 restrictions in 2020 Q3 and Q4 to ensure smooth implementation in the live network.

### **Network Services & Operations**

Liaised with field service technicians, managed services and project managers to conduct remote integration works and claim project milestones for Network Optimization and Expansion programs with minimal service impact to end-users.

#### **Key Contributions**

- Urgent implementation of the Rapid QAM Upgrade program to handle the additional capacity requirements in the NBN network as the public committed to remote working in the wake of the Covid19 pandemic.
- Automated network transport configuration process for new software levels and new central processing unit to minimize human intervention and improve first-time accuracy.
- Developed multiple HTML tools compatible with the latest Ericsson Network Management platform (ENM) introduced in 2020 to evaluate network performance and automate report generation processes.
- Designed and managed the development of site-specific auditing tool in collaboration with the Global Automation team to record and verify live status of any site and scenario in the network.

### **Network Engineer Trainee**

Design greenfield and collocated sites for transmission backhaul to ensure NBN KPIs are met.

#### **Key Contributions**

- Automated the weekly NBN bandwidth utilisation report generation to predict & avoid future congestion

**Commercial Service Management****July 2017 – Dec 2018****Key Contributions**

- 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****Key Contributions**

- 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 quality assurance process to obtain the WaterMark Certification for the patented commercial hot water systems.

**EARLIER ROLES**

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

**EDUCATION AND QUALIFICATIONS**

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

**PROFESSIONAL DEVELOPMENT**

Role / Position	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
Industrial Design Foundations	Linkedin
Rapid Prototyping for Product Design	Linkedin
RAN Transport & Architecture, Microwave Transmission Technology	Ericsson Academy

## PROFESSIONAL HIGHLIGHTS

Role / Position	Organisation	Years
<b>NextGen Employee Resource Group - Founding Co - Lead</b>	Ericsson Asia & Oceania	2023 – 2024
<b>Young Professionals – Program Lead</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>	Diversity & Inclusion 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
Young Professionals Summit Organizing Committee	Ericsson Aus & NZ	2019
Tough Mudder, Volunteer	Beyond Blue	2019

## REFEREES

References available upon request.