

---

# CAMILLE YDEL

CONTACTS : 0421 285 957  
CAMILLEYDEL @GMAIL.com

## PROFILE

---

I am a dedicated and qualified Analyst with a strong business acumen, tertiary qualification, and workplace capabilities • My career has demonstrated my ability to foster excellent working relationships, plan and organise to get a quality job done on time • I will combine strong creative capabilities with strong analytical thinking, problem solving, new process implementation, systems skills, business administrative skills and people-oriented style to client, team and business success • I am currently seeking the opportunity to put my professional training and practical abilities to work in a team-oriented setting where quality service are the keys to success.

## KEY STRENGTHS

- 
- **Interpersonal Skills** - a very people-focused and mature communicator who listens carefully, shares knowledge and clearly articulates her thoughts.
  - **Relationship Management** - fosters rapport, trust, confidence, and takes a genuine interest in people from all walks of life.
  - **Planning & Organization** - effective time management skills and takes a proactive approach to adjusts strategy fitting into rapidly changing demands.
  - **Service Delivery** - skillfully identifies client needs and applies a strong knowledge of services and products to devise solutions and goes beyond the call of duty.
  - **Computer Literate** - Microsoft Office, Microsoft Project, Apple Mac, Windows, Lotus Notes, Vision Plus, Database Management System, Qmaster, and TRIM Record Management Systems.

## EMPLOYMENT HISTORY

---

### Hornsby Shire Council

#### Transformation Business Analyst

June 2022 - Ongoing

Hornsby Shire Council located in Sydney's North, extending from Brooklyn, Wisemans Ferry and Glenorie/Dural. My role at Council is in the Transformation & Technologies Team focused on progress with technologies in-conjunction with process improvements in its' business operations. The transformation team goals are to be efficient, effective and providing solutions in better way of working.

- Transforming the organisation from reliance on paper documentation to online forms.
- Implementation of entire new system within the Aquatic Leisure Centre
- Developing process instructions systems manual and mapping process guides.
- Integration and migration of system changes within Booking capabilities.
- Collaboration with departments and teams within Council to find process improvement and system changes.

**Commercial Business Analyst**

The Telco Authority is a governmental agency within the Department of Customer Service. The main focus of this role is to identify business requirements and analyses the technical specifications to enhance contract development using best practices and industry methodologies. The nature is support the fundamental elements of various governmental programs, such as the Global Radio Network, National Public Safety Mobile Broadband, Regional Digital Connectivity, Critical Construction Enhancement Program etc.

- Manage contract renewal requirements of Telco Authority's Vendors
- Analyses financial funding for scope of work awarded to contract stakeholders
- Maintain contracts within the contract management system
- Create monthly report for Commercial Team and Executive Management team on contract activities, update on changes, current status and contract financials etc.
- Facilitate purchase invoices by Commercial validation for Finance team to finalize
- Interpret contract requirements by understanding and meeting expectations of stakeholder escalated enquiries by referencing clauses in the contract
- Developing process improvements to promote best practices within commercial and procurement policies and procedures

**NBN Co****November 2018 - August 2019****Commercial Manager**

Prime function of this role is to support nbn and HDA Commercial Team to meet contractual agreement with Telstra HDA and Delivery Partners. The main focus is to provide commercial deliverables and meet the legal obligations according to the terms and conditions stipulated in the contract. - Issue nbn notices and respond to Telstra requirements and notices.

- Manage the Telstra claim processes for billings in Downstream Design and Construction to meet work scope milestones.
- Accelerate the material reconciliation with Delivery Partners to assist them in meeting their obligations under the contract.
- Report creation, develop business documentation and provide relevant analysis to communicate to major stakeholders, senior management and related internal groups within the organization.
- Actively managing all contract requirements under the HFC program and successfully facilitating contractual governance towards deliverables.
- Ensuring continuous improvement is applied in current processes to evolve into best practices.
- All KPIs under the contract have been tracked and appropriated and actioned accordingly.
- Maintaining relationships with stakeholders and keeping continuous engagement and interactions.

**Spotless Management Services Pty Ltd****December 2017 - November 2018****Contract Support**

Responsible for the effective delivery of contract management includes establishing and maintaining strong working Client relationship by serving as point of contract for contractual matters related to Government Land & Housing Corporation.

- Creating, compiling and developing of daily, monthly, quarterly and annual Land and Housing Corporation. Consist of up-to-date information and graphs of current status of work orders, financial analysis, management of services etc.
- Record keeping of all contract documentation and correspondence.
- Communicating contract-related information and managing the expectation of major stakeholders.
- Managing the process of new employees hire to the organization, which includes organizing interviews, Generation letter of offer, setting up new employee in the Spotless system; payroll, IT department, online induction training, allocation of office equipment and location.
- Processing purchase orders and goods receipt to account for the department stock inventory.
- Support Contract Manager and Government contract employees concerning organization's internal processes and systems.
- Providing training to internal staff on Contract related processes and creating process guides to assist in training and knowledge transfer.

**Australia Post Pty Ltd**

**June 2016 - June 2017**

**Contracts & Compliance Administrator (Contract)**

- Preparation of contract agreements and related documentation.
- Evaluating compliance documents, assisting Head Quarters Compliance team concerning non-compliant contractors and use of compliance database.
- Conducting assessments and work through remediation process to eliminate risks factors involving contractors and their business operations.
- Working with state contract team to manage the process for approval and execution of contracts.
- Manage work progress by tracking and reporting, use of SharePoint and SAP system.
- Follow up document requests with contractors to adhere to contract agreement and regulations

**University of Western Sydney**

**July - December, 2011**

**Quality Auditor**

- Implementation of a Quality & Audit Program in Student Enquiry & Information
- Information Services to enhance efficiency and effectiveness of current internal processes and systems.
- Created a framework to measure the performance and quality within SEIS to support the development of continuous improvement of processes, systems and people.
- Created associated Quality Audit procedure documents such as business rules, audit life cycle process and audit evaluation forms to evaluate performance.
- Identified key recommendation for process improvements within SEIS processes.
- Oversee internal communication across all University of Western Sydney campuses staff and departmental leaders to provide knowledge of project and up to date status.
- Developed automated reports within the system to extract data used for audit sampling.
- Conducted the audit for Form Processing, Front Counter Service, and Call Performance & Email Processing.
- Implemented an ongoing Quality Assurance Program for regular evaluation of performance and quality against SEIS established goals and objectives for customer satisfaction.

**Commonwealth Bank of Australia**

**October 2010 - April, 2011**

## **Business Analyst - Retail Business Banking**

- Successfully implemented Travelers cheques project in the Retail Banking environment. The project entails the coordination of removing Travelers cheques stock for the Commonwealth Bank network branch across Australia.
- Reconciled the entire stock inventory at country level and reduce exposure for the bank.
- Managed the migration of the sales platform to customer online sales network application.
- Creation of new process for better customer satisfaction through business process re-engineering and to decrease service level agreement.
- Defined associated business requirements through facilitating workshops and producing detailed business requirement documents.
- Creation of business impact assessment.
- Engage major stakeholders and building strong working relationships to produce results. - In charge of communicating the impact of change to the organization.
- Oversee the start to end of project stages by successfully implementing project management methodology and deliverables above standard, within budget and expected time frame.

**Contract Roles (PMO Analyst - Optus, Business Analyst - UXC IT Connect, Legal Administrator - Medical Council, Office Manager/Administrator - Ray White Real Estate, Managed Family Owned Business - I love Milk Tea & Overseas Travel)**  
**In between Oct 2009 - Dec 2011**

**American Express Australia Ltd.**

**Jan 2008 - Oct 2009**

### **Business Analyst**

- Made strong contribution in migration project to Asia Pacific regions for American Express (Amex) that sought re-engineering saves. Includes tasks in operational systems, processes, and relationship management with the outsourcing partner.
- Improved service quality of external stakeholders by managing partner daily processes to drive consistency and stability in operational key performance indicators against contractual service level agreement.
- Championing the customer experience by steering down customer satisfaction survey in the bottom boxes (dissatisfaction indicator) to below baseline metrics, according targeted customer experience.
- Gathered information, analyzed and defined business requirements, functional and operation changes.
- Process mapping and created process documentation with standard business methods and tools.
- Management of issue resolution and associated analysis and defect elimination work.
- Liaising with clients to resolve a range of problems such as Quality, Technologies, Distributions Delay, Media and Plastic Outages and Compliance. Identify partner root cause' versus Amex effectively.

### **Technical Trainer**

**Jan 2007 - Jan 2008**

- Delivered technical training programs for disputes processes and policies; according to business needs.
- Developed training materials for existing processes, upgraded, new procedures.
- Analyzed needs of trainee competencies and provide coaching and feedback.
- Translated existing workbooks, FAQs, Amex jargons into departmental training material needs.
- Documented and reported team member's progression, completion, training and all activities.

### **Disputes Analyst**

**Dec 2001 - Jan 2007**

- In depth analysis of card member enquiries and problem solving of disputes cases.
- Demonstrated ability to conduct financial calculations and reconciliations through financial ledgers.

- Negotiations and handling objectively conflict resolutions skills to win/win for both parties involved.
- Management of time restrictions, prioritisation on multi tasks according to service level agreement.

#### **Maintenance Analyst**

**Jul 2000 - Dec 2001**

- Contacted card member via telephone or written correspondence concerning billing enquiries.
- Researched and evaluated the value of claims with prescribed service level agreement.
- Resolved Card member enquiries at first contact resolution.
- Ensure that each enquiries investigated thoroughly, fairly, accurately, and timely manner.
- Managed the relationships for Global Networks and build internal relationships with departments.

#### **Senior Process Administrator (Team Process Trainer)**

**Apr 1999 - Jul 2000**

- Provided effective leadership for afternoon shift team members through coaching and feedback
- Evaluated and implemented work processes to improve operational work performance.
- Created desk instruction manuals.
- Review, check and handled escalated issues that needed approval.
- Provided training on Amex policies and procedures and monitoring team members' progress against set individual, organisational goals and weekly plans.

#### **Process Administrator**

**May 1998 - Apr 1999**

- Processed card member correspondence.
- Accomplished administrative duties, updated, arranged, and activated cases online.
- Tracked documents and case process flow and allocation through appropriate distribution channels.

#### **Authorization Telephone Representative**

**Feb 1998 - May 1998**

- Delivered telephone service to card members and merchants with friendliness and professionalism.
- Allocated approval codes to Amex merchants at point of sale.
- Liaised with merchants to resolve any enquiries related to procedures, payment status.
- Provided support to Senior Authorisers concerning any process related work processes.

## **E D U C A T I O N A N D T R A I N I N G**

---

#### **Sydney Graduate Management, University of Western Sydney 2006 Masters in Business Administration**

Modules: Strategic Management, Managing People, International Business, Financial Management

#### **2005 Graduate Diploma in Business Administration**

Modules: Contemporary Organisational Behaviour, Accounting Principles for Managers, Marketing Management, Value Change Management

#### **2004 Graduate Certificate in Management**

Modules: Management Skills & Concepts, Managing Operations & Change People, Managing Financial Information

#### **Sydney Institute of Technology, TAFE, Ultimo, NSW**

#### **2003 Certificate IV, Team Leadership**

Modules: Managing Operations Productivity, Managing Effective Work Relationships,

Managing Developing Teams, Managing Operations & Customer Service, Managing and Organising Work - Goal Achievement, Managing Finance, Presenting Information

1997

**Advance Diploma, Conveyancing**

Modules (only): Australian legal system, Legal entities, Business law I, Business law II, Contract law Family Relations law, Finance & Securities law, Real Property law **1996**

**Plumpton High School - Higher School Certificate**

## **R E F E R E E S**

---

Available Upon Request

**Boeing  
Aviation & Aerospace  
Talent & Acquisition**

**21 September 2021**

**Dearest Hiring Leader,**

**Re: Application for job posting of Project/Product Management Specialist - Data Analyst at Boeing**

I am a qualified professional who has strong expertise working with people in a working environment and its internal business procedures and systems. In all my transactions I have shown leadership through integrity and sound business acumen. I've reached a level in my professional career to enable me to meet the requirements for this job role. In my past working history, I have developed and managed major work scopes across numerous industries. My most recent role working experience is of a Commercial Business Analyst at NSW Telecommunications Authority, Department of Customer Service in a government sector. My previous roles include successfully managing and execution of the following skills and responsibilities:

- Create and implemented quality measures to ensure that processes, systems and performances are of quality standard in the organisation.
- Managed and delivered various re-engineering projects per agreed time, scope and budget.
- Provided timely communications and manage expectations of stakeholders to drive consistency in daily operational performance against contracted service level agreement.
- Effectively managing processes and systems to ensure relative cost and quality service delivery by appropriate matching recommendations for business operations, and subject to utilizing project Information Technology solutions.

- Report writing to capture the necessary information for evaluation and meet organisation's core objectives and customer service delivery.
- Provided quality performance in the organisation through planning, consultation, scoping needs, and evaluation prior to resolving matters.
- Applying situational and thought leadership to follow through on challenges that may reoccur, and situations faced at hand.
- Promote strategies for a collaborative team in a working culture that inspires to achieve the organisation's vision.
- Oversee key stakeholders and managed business partners in any training and development requirements to achieve projected goals and final business outcomes.
- Ensure that processes documentation developed are clear and comprehensive to audience involved and adheres to policies and compliance requirements to pass audit.
- Support Change Management methodologies and drive these initiatives to implementation.

My roles have always demanded proficient communication skills at all levels of the organisation. I am a strong player who has honest negotiation skills, good decision-making, and analytical thinking. I would challenge the status quo for improvements if needed in my work scope and function. I'm optimistic that the competencies posted are well within my capacity.

For any other related information and to arrange an interview, please don't hesitate to contact me. My personal contact number is contained in the attached resume to this cover letter.

I anticipate hearing from you at your earliest convenience.

**Yours Sincerely,**

**Camille Ydel**