

Executive Summary

Dynamic People Analytics Implementation Lead with a proven track record of delivering end-to-end reporting solutions and driving operational efficiency. Skilled in data integration, analytics, and insights journey, with a focus on customer enablement and training. Experienced in collaborating with cross-functional teams to ensure successful implementation of new datasets and projects.

Areas of Expertise

- Data Integration
- Analytics and Visualization
- Project Management
- Stakeholder Engagement
- Process Improvement
- Regulatory Compliance

Key Achievements

- Led Mulesoft-based risk & claims data integration, achieving 100% data accuracy and halving report preparation time.
- Implemented a Data Quality & Governance Framework, boosting stakeholder engagement by 30% and securing 100% compliance audit pass rates.
- Led scoping sessions for a Mulesoft data integration, reducing scope creep by 25% and ensuring on-time delivery.

Career Summary

Education - Bachelor of Information Technology | Kent University (2025) - Cert IV in Security Networking | Danford Colleges (2021) - Bachelor of Science in Marketing | Lyceum of Batangas University (1998)

Certification - Lean Six Sigma Black Belt | ACS Xerox - Prosci-Informed Change Practitioner (Experience-Based)

Technical Skills

- Microsoft 365
- SharePoint
- Microsoft Intune
- Azure AD
- Conditional Access Policies
- Office 365
- ServiceNow
- Power BI
- Jira
- Visio
- Miro
- **Data Engineering**
- **Global Team Collaboration**
- **HR Data Systems**
- **One Model**
- **Requirements Gathering**

- **Scoping**
- **Setup**
- **Smartsheet**
- **Storyboard**
- **Zendesk**

Professional Experience

EnergyAustralia *Change Manager* - Led change delivery for government-mandated regulatory transformation initiatives. - Coordinated change readiness, training, and communications across multiple business units. - Partnered with analytics and reporting teams to track project compliance and risk status. - **[Global Team Collaboration]** Collaborated with cross-functional teams to ensure alignment between regulatory objectives and internal business processes.

AIG Australia Limited *Data and Reporting Governance Lead* - Delivered end-to-end reporting solutions to support actuarial, finance, and claims operations. - Developed actionable reports and visual dashboards for executive teams. - Conducted detailed data audits and compliance reviews to support regulatory assurance requirements. - **[HR Data Systems]** Collaborated with business leaders and IT to implement data models supporting capital works and office safety planning.

AIG Shared Services *Operations Analyst – Workforce & Project Reporting* - Oversaw reporting processes related to project resource tracking and cost centre performance. - Created automated Excel dashboards to report on workforce planning KPIs. - Supported project and operational teams in aligning reporting tools with business planning cycles. - **[Configuration]** Standardized data queries and streamlined reporting processes for underwriting and claims operations.

ACS Xerox *Process Improvement Leader* - Facilitated call center transformation using Lean Six Sigma, resulting in cost reduction and improved customer satisfaction scores. - Introduced a real-time performance dashboard to monitor and improve agent productivity. - Partnered with operations to design training rollout strategies for process standards compliance. - **[Zendesk]** Supported stakeholder engagement and external government bodies through process change documentation.

Availability: Available immediately | Open to business readiness and change implementation roles **Referee details available on request**