

Executive Summary

Dynamic and results-driven ICT Business Analyst with 8+ years of experience in driving digital transformation and operational efficiency within fast-growing organizations. Proficient in business analysis frameworks, Agile methodologies, and project management tools.

Areas of Expertise

- Business Process Modelling
- Workflow Analysis
- System Design
- Stakeholder Engagement
- Project Lifecycle Management

Key Achievements

- Led regulatory transformation initiatives across utilities operations, ensuring compliance with mandates.
- Facilitated stakeholder engagement to gather functional and technical requirements, enhancing project outcomes.
- Developed comprehensive technical documentation and supported business case development for IT projects.

Career Summary

- **Education:** Bachelor’s degree in Business
- **Certification:** Agile Methodologies

Technical Skills

- Agile Methodology
- Business Intelligence
- Business Requirements Analysis
- Confluence
- Functional Specification
- Offshore Resource
- Operational Efficiency
- Project Management Tools (Jira, Trello)
- Project Team Management
- Remote Team Management
- Swimlane Diagram
- Technical Specification

Professional Experience

EnergyAustralia

Change Lead - Regulatory Compliance - Implemented Agile methodologies to streamline compliance processes and enhance operational efficiency. - Utilized Confluence for documenting detailed requirements and user stories, ensuring alignment with compliance mandates.

AIG Australia Limited

Operations Program Lead and Business Support - Managed offshore resources effectively, ensuring seamless collaboration and project delivery. - Utilized Jira for project team management, facilitating sprint planning and retrospectives.

AIG Shared Services

IT Business Project Manager / Business Analyst - Developed swimlane diagrams to map end-to-end process flows, enhancing operational efficiency. - Prepared technical specifications for IT solutions, ensuring alignment with business requirements.

ACS Xerox

Process Improvement Leader - Managed remote teams to drive process improvement initiatives, enhancing operational efficiency. - Utilized Trello for project management, tracking implementation readiness and success metrics.