

JAYSON MACASADIA

Summary

Senior Change Analyst and Transformation Lead with over 10 years of experience driving enterprise-wide change initiatives in financial services, insurance, and operations. Proven track record in leading large-scale platform rollouts, managing business readiness, and facilitating end-to-end user adoption. Skilled in stakeholder engagement, process mapping, training delivery, and aligning digital solutions with operational goals. Strong communicator and trusted advisor in Agile project environments.

Skills

- Insurance Platform Change Delivery
- Business Readiness & Stakeholder Adoption
- End-to-End Process Mapping
- Agile Transformation
- Workshop Facilitation & Training
- RFP & Tender Support
- Continuous Improvement Initiatives
- Stakeholder Engagement (Internal & External)
- B2B Enablement
- Change Impact Analysis
- Microsoft Power Platform: PowerApps, Power Automate, Power BI, Dynamics 365, SharePoint Online
- Cloud & DevOps: Azure, Azure DevOps
- Programming & Development: JavaScript, SQL
- Project & Process Management: Agile, Waterfall, Business Process Automation
- Reporting & BI: Power BI, Data Analytics & Reporting
- IT Tools: Microsoft Project, SQL Studio, MS Visio

Experience

EnergyAustralia (Jan 2025 – Mar 2025)

Change Manager – External Regulatory Changes

- Led end-to-end implementation of operational changes linked to regulatory and technology projects within customer operations, achieving 98% audit compliance.
- Delivered business readiness plans and impact assessments, enhancing reporting accuracy by 30%.
- Facilitated workshops with stakeholders to align project rollouts with PMO processes.
- Coordinated training and knowledge management to produce updated SOPs and rollout communications.
- Maintained wrap operations performance metrics pre- and post-change, tracking user readiness and adoption.

AIG Australia Limited (Jan 2020 – Oct 2024)

Operations Program Lead and Business Support

- Orchestrated change lead for wrap platform process upgrades, ensuring 100% on-time global service transitions with zero disruptions.
- Led change impact workshops, prepared tailored comms plans, and facilitated transition planning.
- Produced business impact assessments and supported solution delivery alignment with service operations.
- Developed readiness and capacity assessment documentation for workforce planning.
- Engaged with BA and product leads to translate requirements into implementation actions.

AIG Shared Services (Jan 2011 – Dec 2018)

IT Business Analyst

- Collaborated with solution architects to translate new platform features into simplified business processes.
- Delivered process maps and onboarding content using Miro and Visio, bridging technical functions with end users.
- Liaised with change, training, and BA teams to align system enhancements with service team readiness.
- Documented business impact across teams, coordinating BAU adoption metrics and performance tracking.
- Ensured continuous alignment with wrap operational expectations during transformation efforts.

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

Availability

Available immediately | Open to business readiness and change implementation role
Referee details available on request