

## # JAYSON MACASADIA

### ## Summary

Experienced Change and Implementation Leader with over a decade supporting enterprise transformation and operational readiness in financial services. Proven success in leading wrap operations delivery, impact assessments, and business readiness for legislative, system, and process changes. Skilled in coordinating cross-functional implementation strategies, developing stakeholder communication plans, and working closely with operational teams to ensure a smooth transition from change to BAU. Strong background in wealth and insurance platforms, supported by analytical skills, governance acumen, and stakeholder engagement. Bachelor's Degree in Business, Change Management Methodology Certified, and extensive experience in supporting SAP transformations. Highly adept at collaborating with global teams, implementing change management strategies, and fostering continuous improvement.

### ## Skills

- Change Management Strategy
- Stakeholder Engagement
- Analytical Problem-Solving
- Communication Plan Development
- Training Delivery
- Resistance Management
- Global Transformation Program Experience
- SAP Transformations Support
- Risk Mitigation Strategy
- High Emotional Intelligence
- Relationship Building
- Continuous Improvement
- Key Performance Indicator Monitoring
- Organizational Change Management
- Leadership Engagement

### ## Experience

#### ### Change Manager – External Regulatory Changes, EnergyAustralia

- Led end-to-end implementation of operational changes linked to regulatory and technology projects within wrap-adjacent operations.
- Delivered business readiness plans and impact assessments to operational and leadership teams, achieving 98% compliance post-change.
- Facilitated workshops with stakeholders across product, delivery, and operations to align project rollouts with wrap support processes.
- Coordinated with training and knowledge management teams to produce updated SOPs and rollout communications.
- Maintained wrap operations performance metrics pre- and post-change, tracking user readiness and adoption.

#### ### Operations Program Lead and Business Support, AIG Australia Limited

- Managed delivery planning, operational risk reporting, and change rollout communications across insurance support functions.
- Developed stakeholder packs and pre-go-live implementation dashboards for product and legislative changes, resulting in a 30% improvement in reporting accuracy and 20% reduction in manual effort.
- Partnered with PMs, technical staff, and delivery leads to plan and execute wrap-style process transitions.
- Produced readiness and capacity assessment documentation to support workforce planning.
- Engaged with BA and product leads to translate requirements into implementation actions.

#### ### IT Business Analyst, AIG Shared Services

- Supported change and system rollout initiatives in shared operations environments, including wrap platform components.
- Acted as implementation lead for operational changes, coordinating go-live tasks and training activities.
- Liaised with change, training, and BA teams to align system enhancements with service team readiness.
- Documented business impact across teams and coordinated BAU adoption metrics and performance tracking.
- Ensured continuous alignment with wrap operational expectations during transformation efforts.

#### ### Process Improvement Leader, ACS Xerox

- Conducted service workflow reviews and recommended enhancements for customer support operations.
- Developed training and reporting tools to monitor service desk trends and identify opportunities for performance

uplift.

- Developed communication assets, onboarding packs, and FAQs to support delivery.
- Facilitated workshops to explain process changes and capture staff feedback.
- Monitored uptake and stakeholder sentiment using structured feedback tools.

## ## 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)

## ## Technical Skills

- Microsoft Power Platform: PowerApps, Power Automate, Power BI, Dynamics 365, SharePoint Online
- Cloud & DevOps: Azure (1.5 years' experience), 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

## ## Availability

Available immediately | Open to business readiness and change implementation role

Referee details available on request