

PETER OSWALD

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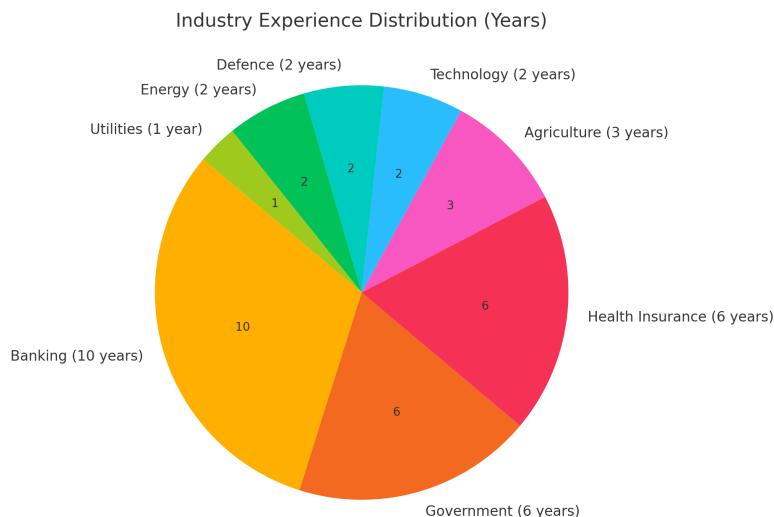
Summary

A dedicated and results-driven Program Manager with over 25 years of experience successfully delivering complex, strategic initiatives that drive measurable business outcomes. Passionate about bridging the gap between technology and business to enable innovation, streamline operations, and create value. Proven ability to lead cross-functional teams, manage large-scale programs, and navigate complex challenges with humility, collaboration, and a focus on results. Adept at fostering strong relationships with stakeholders, aligning diverse priorities, and delivering solutions that meet organizational goals.

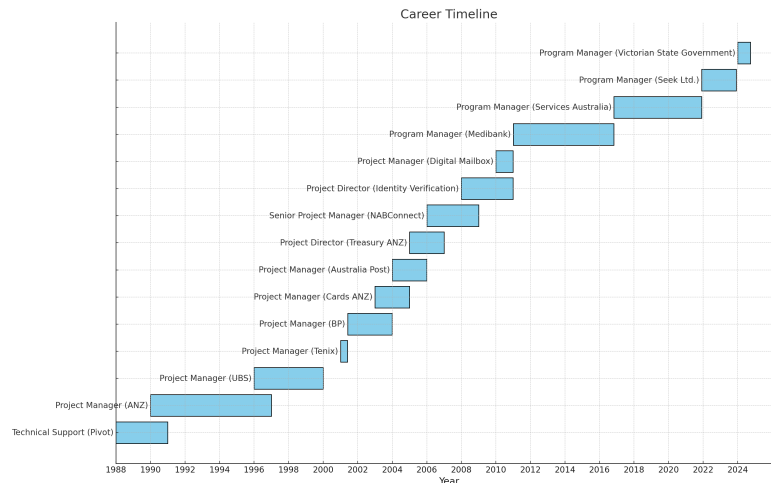
Key Skills

- **Program and Project Management:** Expertise in managing large-scale, cross-functional initiatives, ensuring alignment with strategic goals and delivering measurable outcomes.
- **Cloud Transformation (AWS, GCP, Azure):** Proven ability to lead cloud migration and modernization projects, leveraging best practices for scalability and cost efficiency.
- **Agile (Scrum, SAgile) and Waterfall Methodologies:** Skilled in selecting and implementing the appropriate delivery methodology to drive successful project outcomes.
- **Data-Driven Decision Making:** Leveraging analytics and KPIs to guide strategy, assess risks, and optimize program performance.
- **System Design and Architecture:** Understanding system interdependencies and designing solutions that meet business and technical requirements.
- **Business Process Optimization:** Streamlining workflows and automating processes to enhance efficiency and reduce costs.
- **Cybersecurity and GRC Compliance:** Managing risk through adherence to regulatory standards and implementing robust security frameworks.
- **Stakeholder Engagement:** Building relationships and fostering collaboration among diverse stakeholders, including executives, teams, and vendors.
- **SaaS and Microservices Integration:** Delivering integrated solutions that align with modern architectural practices for flexibility and performance.

Industry Experience



Experience



Program Manager, Dep. of Families, Fairness and Housing Jan 2024 – Sep 2024

Achievements:

- Delivered functionality to improve engagement between the department and Public Housing renters, introducing time-saving features for tenants, call center staff, and contractors.
- Incorporated security and privacy principles in the new digital platform design to safeguard renters and ensure that legislative obligations are met.
- Collaborated across departments with product and business owners to develop detailed requirements and target-state process maps, uplifting service design in the department.
- Engaged with leading maintenance head contractors to understand best practices that were then used to develop target state architecture and go-to-market strategy.

Responsibilities:

- Responsibility to establish a program of work including schedule, budget, and architecture to transform public housing maintenance in Victoria.
- Established strong ties with all stakeholders, breaking down barriers and developing guiding principles to aid design, delivery, and implementation.

Program Manager – Seek Ltd.

Dec 2021 – Nov 2023

Achievements:

- Implemented a new payroll within 9 months for 1,300 employees in ANZ, improving workplace compliance, increasing automation, and enhancing reporting and analytics capabilities.
- Deployed HRIS Workday across Asia, unifying HR systems and processes in the APAC region to achieve greater standardization and operational consistency.
- Standardized Workday performance management processes and configurations across APAC, aligning with the company's performance framework.
- Developed and delivered integrations between finance and HR systems, improving financial control and visibility over staff and contingent headcount.
- Led a cross-functional project addressing security and privacy compliance risks, defining and executing scope, priorities, dependencies, schedules, and costs in collaboration with teams across technology, data, product development, finance, legal, security, and risk.

Responsibilities:

- Program-managed multiple projects to transform systems and processes in HR, finance, security, and risk domains.

- Uplifted collaboration in HR delivery across finance, product, HR, operations, technology, and vendors to enable process improvement and service delivery.
- Provided transparent visibility to executives and the board on progress and risk relating to HRIS systems and GRC risks.
- Aligned HR data storage with Privacy and Security obligations.
- Established a fast-paced agile project delivery framework consistently across teams and vendors.

Program Manager – Services Australia

Nov 2016 – Dec 2021

Achievements:

- Implemented the New Payment Platform (NPP) in collaboration with the Reserve Bank, enabling near real-time funds availability on a 24/7 basis.
- Transformed the internal fraud case management system, enhancing investigation management, integrating with AusTrac, and enabling comprehensive case management to address risks and issues raised by staff.
- Engaged stakeholders across multiple departments to develop a billion-dollar technology architecture to replace national welfare systems and develop the supporting business case.

Responsibilities:

- Uplifted program delivery, governance, and reporting to deliver multiple programs of work in South Australia, Victoria, and Canberra.
- Prepared briefings for the Minister, Secretaries, and senior stakeholders to secure ongoing executive support and meet Cabinet commitments.
- Liaised across departments to align service delivery in Service Australia with key interdependent projects such as MyGov, ensuring high-priority security and privacy requirements were implemented.
- Established fast-paced Agile and SAFe project delivery frameworks consistently across teams and vendors.

Program Manager – Medibank Ltd.

Jan 2011 – Oct 2016

Achievements:

- Implemented physical, technical, and organizational change activities to relocate Medibank to a new head office, achieving a 6-star Green Star rating, increasing employee engagement by 20 percent, and reducing occupancy operating costs by 5 percent.
- Managed the business and technical implementation of a new SAP Private Health System, enabling significant member improvements for policy updates, reducing call center demand and wait times by 15 percent, and accelerating product rollout by 67 percent.
- Managed system, process, and data integration for acquisitions and new capabilities as part of rebranding from “health insurer” to “health assurer,” including the “Nurse on Call” program, online claims management, and a consolidated call handling process across subsidiaries.

Responsibilities:

- Uplifted Agile delivery practices across Medibank to support design thinking in all facets of the organisation including new service delivery and the staff experience in its new offices.
- Established integrated delivery planning incorporating business and technology teams, dependencies and strategic issue and risk management to instill delivery discipline and confidence.
- Managed teams of up to 30 to deliver projects up to \$120m.

Education

- Bachelor of Business (Information Technology) RMIT University
- Graduate Diploma in International Relations Deakin University
- Master of Arts (Strategic Security Studies) Deakin University
- Master of Arts (International Studies and Diplomacy) University of London

Certifications

- Certificate III Telephone Counseling (2006)
- Certificate IV in Training and Assessment, Chisholm (2024)
- Prince2 (In-Progress)

Industry Experience

Skills	Rating	Comment	Where
Strategic Planning	★	15 years experience	Multiple clients
Stakeholder Engagement	★	25 years experience	Multiple clients
Risk Management	★	20 years experience	Multiple clients
Budget Management	★	Up to \$100m	Medibank, Services Australia, Seek, DFFH
Agile Methodologies	★	10 years DevOps, SaFe, Scrum	Multiple clients
Waterfall Methodologies	★	20 years experience	Multiple clients
Change Management	★	PROSCI experience	Certification Underway
Program Governance	★	Prince2, PMI certification in progress	Certification of Prince2 underway
Conflict Resolution	★	Governance reviews, Contract negotiation, Intervention	Medibank, Seek, Services Australia
Communication Skills	★	Certificate IV in Training and Assessment	
Scheduling Tools	★	Certificate III Telephone Counselling	Lifeline, St Vincent De Paul, Services Australia, Seek, DFFH
Collaboration Tools	★	MSProject, JIRA	Medibank, Seek, Services Australia
Data Analysis	★	Confluence, Jira, Miro	Medibank, Seek, Services Australia
Contract Management	★	PowerBI, Excel, Python	Medibank, Seek, Services Australia
ERP	★	Contracts up to \$30m	Seek, Medibank
Payroll		SAP, Workday	Services Australia, Medibank, Seek
GRC		Preceda	Seek
Leadership and Team Buildi	★	NIST, ISO27001 experience	Seek, Services Australia
		Team size up to 80 people	Team size up to 80 people