

# RESUME - DANIEL FELICE

**Name:** Daniel Felice

**Summary:** A commercial ICT leader passionate about driving change and delivering business outcomes, with extensive experience in digital transformation, CRM systems, business intelligence, IoT, and analytics across various industries. CPA and Prince 2 qualified.

## Key Skills

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- Digital Transformation
- CRM Systems
- Business Intelligence
- IoT
- Analytics

## Problems Solved

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Translates business strategy into project milestones, builds a mandate for change, and achieves project success through effective project formation, resourcing, and execution.

## Career History

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Organisation	Job Title	Dates Employed	Responsibilities	Achievements
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Organisation	Job Title	Dates Employed	Responsibilities	Achievements
Transport for NSW	Program Portfolio Manager (Tech. Director)	Jul 20 - Jun 24	Led the Asset Maintenance Portfolio of work consisting of projects amounting to \$20M+	<ul style="list-style-type: none"><li>• Delivered project outcomes in learning and development, integration, security, records management, mobility, and finance</li><li>• Managed portfolio pipeline and annual budget up \$20M+</li><li>• Established shared service standards and implementation protocols</li></ul>

Organisation	Job Title	Dates Employed	Responsibilities	Achievements
ITNewcom/MinterEllison	Program Director (Partner) Transport for NSW	Sep 17 - Dec 19	Consulting leader for ITNewcom's largest single client - NSW Rural Fire Service (NSW RFS)	<ul style="list-style-type: none"> <li>Delivered the OCA platform and all associated system integrations</li> <li>Led the solution re-architecture through vendor supplied enterprise architects</li> <li>Established strong relationships with organization Execs aligning program deliverables to owners</li> </ul>

Organisation	Job Title	Dates Employed	Responsibilities	Achievements
GE	APAC Strategic Program Leader (CCO)	Apr 15 - May 17	Responsible for digital transformation and program delivery across APAC	<ul style="list-style-type: none"> <li>Led customer facing digital transformation program for reference APAC customers</li> <li>Led business transformation workshops across Cyber Security, Asset Performance Management, and cloud platform IoT analytics with key APAC customers</li> </ul>
GE	Head of IT ANZ (Global CIO - Mining)	Aug 12 - Mar 15	Established IT service strategy in the ANZ region, managed mining M&A integration, application deployment, vendors, and service and infrastructure delivery for the region	<ul style="list-style-type: none"> <li>Zero based build of program and operating cost estimations</li> <li>Completed Industree Ltd acquisition due diligence and subsequent integration</li> <li>Converted underperforming ICT services to best practice</li> </ul>

Organisation	Job Title	Dates Employed	Responsibilities	Achievements
GE	Program Manager (Program Director)	Apr 10 - Jul 12	Led major system modernization program costing \$40M over three years, drove a complex technical program across core transactions, web customer interface, fuel card, data warehouse, interfaces and integrations, and data conversion	<ul style="list-style-type: none"> <li>Led project rescue analysis across legacy vendor</li> <li>Conducted gap analysis phase encompassing 32 days of vendor analysis and 60 subject matter experts</li> <li>Established program organization structure, defined project scope</li> </ul>

## Technologies Experience

Technology	Years of Experience	Competency Level
CRM Salesforce	3	Expert
Siebel	2	Advanced
SAP/Oracle ERP	4	Expert
B2B web platform	3	Advanced
IoT	2	Advanced

## Education and Qualifications

Qualification	Professional Development
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Qualification	Professional Development
<ul style="list-style-type: none"><li>• Certified Practicing Accountant (CPA)</li><li>• Bachelor of Economics - Account and Business Law (BEc)</li></ul>	<ul style="list-style-type: none"><li>• Prince 2 Project Management</li><li>• Agile Passport - Foundation and Practitioner</li><li>• Six Sigma Black Belt</li></ul>

## Interests and Hobbies

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Interests	Hobbies
<ul style="list-style-type: none"><li>• Driving change through technology</li><li>• Delivering business outcomes</li></ul>	<ul style="list-style-type: none"><li>• Reading</li><li>• Outdoor activities</li></ul>

## Appendix

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Organisation	Job Title	Dates of Employment	Responsibilities	Achievements