Daniel FELICE

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QUALIFICATIONS AND COMPETENCIES

A commercial ICT leader passionate about driving change and delivering business outcomes, bringing together people, process and technology in a highly matrixed global environment. With extensive experience in digital transformation and change encompassing enterprise and CRM systems, business intelligence, web, mobile, business process realignment, infrastructure, acquisitions, IoT and analytics. Demonstrable history of translating business strategy to project milestones and building a mandate for change and achieving on this through project formation, resourcing and execution. Industry experience spans manufacturing, power distribution and retailing, government, banking and finance, mining and transportation, IT infrastructure and services. CPA and Prince 2 qualified.

CAREER ACHIEVEMENTS

- Developed the GE Mining ICT strategy (apps & infra) to meet the corporate growth strategy.
- Managed and implemented shared service environments across CRM & ERP.
- Delivered business system solution outcomes including CRM Salesforce, Siebel, SAP/Oracle ERP, B2B web platform at GE, Bushfire Risk Information Management platform and GIS integration at the NSW RFS, Grants system, network replacement and acquisition integration at GE.
- Reconstructed underperforming Fleet Management replacement program at GE, vendor replacement. Rebuilt budget and rescheduled $40m program.
- Implemented Service Delivery matrix in the APAC region for the GE Transport business.
- Delivered inaugural commercial customised IoT/UX platform to Samsung in Sth Korea.
- Restructured and delivered challenged program at NSW RFS re-establishing key Executive and business relationships, vendor arrangements, and delivery processes.

CAREER POSITION SUMMARY (noting direct report of)

Position	Company	Dates
Program Portfolio Manager (Tech. Director)	*Transport for NSW*	*Jul 20-Jun24*
Program Director (Partner)	*ITNewcom/MinterEllison*	*Sep 17-Dec 19*
APAC Strategic Program Leader (CCO)	*GE*	*Apr 15-May 17*
Head of IT ANZ (Global CIO - Mining)	*GE*	*Aug 12-Mar 15*
Program Manager (Program Director)	*GE*	*Apr 10-Jul 12*
Senior Project Manager (Head Biz Solutions)	*GE*	*Jun 09-Mar 10*
Corp Finance IT Relationship Mgr (Man.Dir)	*GE*	*Jan 07-May 09*
IT Leader & Six Sigma Black Belt (CIO)	*GE*	*Jan 07-May 09*
Senior Project Manager (Head Biz Solutions)	*GE*	*Jan 05-Dec 06*
Program Manager (Account Director)	*Ajilon Consulting*	*2001-2004*
Senior Mgmt Accountant (CFO)	*ADI Ltd*	*2000-2001*
Senior Mgmt Accountant (D.CFO)	*Country Energy*	*1997-2000*
Plant/Systems Accountant (General Manager)	*Amcor Limited/Yorkshire Fit.*	*1993-1997*

QUALIFICATIONS

Certified Practicing Accountant (CPA). CPA Australia.
Bachelor of Economics - Accg and Business Law (BEc). Macquarie University.

PROFESSIONAL DEVELOPMENT

Prince 2 Project Management. ALC.   Disruptive Strategies. Harvard Business.
Agile Passport – Foundation and Practitioner. IIL.   FastWorks/Change Acceleration. GE.
ITIL v4. GE.   Six Sigma Black Belt. GE.

CAREER SUCCESSION

Transport for NSW

TfNSW is comprised of an extended network of other agencies including roads, maritime, buses, trains, ferries and asset construction and management. TfNSW sets the strategic direction for transport and is enabled through customer, asset, and traditional technology frameworks.

Program Portfolio Manager (Reporting to Technical Director)   Jul 20 – Jun 24

Leading the Asset Maintenance Portfolio of work consisting of projects amounting to $20M+, including five project managers in the SAP core and integration environments.

Defining achievements:
- Delivered project outcomes in learning and development, integration, security, records management, mobility, and finance.
- Managed portfolio pipeline and annual budget up $20M+.
- Established shared service standards and implementation protocols.

ITNewcom (a MinterEllison company) - Technology Consulting

ITN is a technology consulting firm focussed on optimising ICT investments, providing ICT strategic advice, assurance and delivery on complex transitions, and expert negotiation benchmarking and sourcing support.

Program Director (Reporting to Partner)   Sep 17 – Dec 2019

Consulting leader for ITNewcom's largest single client over 2018 – NSW Rural Fire Service (NSW RFS). Leading the client engagement and formulating the strategy with the client on their core system replacement.

Defining achievements:
- Delivered the OCA platform and all associated system integrations.
- Led the solution re-architecture through vendor supplied enterprise architects.
- Led the change, technical, business analysts, subject matter experts, test and data migration teams
- Established strong relationships with organisation Execs aligning program deliverables to owners.
- Failed project reconstruction - rebuilt the underperforming team, time and cost re-estimation, led all vendors and project team to implementation, redefined process around effective requirements, product validation and delivery processes.
- Vendor capability and commercial assessments. Vendor engagement and management.

General Electric - GE Digital Technology

Newly formed software division that connects machine data, analytics and people to achieve better asset management and efficiencies in industrial companies. An organisation built around driving digital industrial transformation with 12K software professionals and a cloud IoT platform (Predix). Manages performance over 400 factories, 50m data elements daily and 10m sensors, and over $1 trillion of assets.

APAC Strategic Program Leader (Reporting to Chief Commercial Officer)   Apr 15 – May 17

A role focused on innovation and program delivery. Responsible for digital showcasing and piloting innovative IoT solutions from the GE Digital IoT business in conjunction with the sales, data science, and development teams across APAC. Adopting a commercial and practical approach to solving business issues and trusted on execution for GE's marquee customers across Asia Pacific.

Defining achievements:
- Led customer facing digital transformation program for reference APAC customers most notably delivered 1st Predix © IoT cloud deployment in APAC region at Samsung.
- Led business transformation workshops across Cyber Security, Asset Performance Management, and cloud platform IoT analytics with key APAC customers, opportunities ranging from $10m-$30m.
- Facilitated problem elicitation/outcome workshops, user design workshops with Operator to Exec.
- Evaluated and proposed strategy for IoT professional services structures and competencies for APAC.
- Established professional services capabilities and vendor relationships to meet new demand growth in the region. 2 Key vendors in APAC.

General Electric - GE Transportation

A global locomotive, marine, mining equipment manufacturer and digital solution provider turning over $2B annually with 60k staff. The business designs, builds, refurbishes, and services equipment across all continents, with a very acquisitive mining division head quartered in Sydney.

Head of IT - ANZ (Reporting to Global CIO - Mining)   Aug 12 – Mar 15

Established the IT service strategy in the ANZ region amongst persistent uncertainty. Maintained the business user's needs at the forefront of the strategy for the region. Managed the mining M&A integration, application deployment, vendors and service and infrastructure delivery for the region.

Defining achievements & dimensions of the role:
- Budget – Operating $2M, Capital Programs $6M. Staff – Operating 5 direct, 3 indirect, Programs 10+.
- Zero based build of program and operating cost estimations. Total Cost of Ownership analysis.
- Completed Industrea Ltd acquisition ($0.7B) due diligence and subsequent integration.
- Exec/Team Leader interface into IT, tracking solution demand, resource pipeline needs, providing solution strategy.
- Led programs to the value of $6M across Oracle ERP, Product Lifecycle Management, Customer Relationship Management systems, and document management.
- Established the team structure to service the growing ANZ region of this global business incorporating vendors and staff. Managed program resource mixes across portfolio.
- Integrated business processes into GE global processes and standards, including ERP GL, Know Your Customer, safety & training, procurement/supply chain/warranty, and customer relationship management.
- Converted underperforming ICT services to best practice, reduced new staff ICT services wait time to 1 day, and reduced ongoing support case resolution duration from an average of 4 weeks to 1 week.

General Electric - GE Fleet and Equipment Finance

The Fleet and Equipment Finance business of 100 staff had recently acquired the Custom Fleet business from National Australia Bank. Increasing staff to over 600 across ANZ and revenue in excess of $1B.

IT Program Manager (Reporting to Program Director)   **Apr 10 to Jul 12**

Led the major system modernization program costing $40M over three years. Driving a complex technical program across core transactions, web customer interface, fuel card, data warehouse, interfaces and integrations, and data conversion. Facilitated business process reengineering, policies and procedures rewrite, business restructuring, business impact, implementation readiness and training.

Defining achievements & dimensions of the role:
* Program Budget $40M. Internal Team – peak of 17, Vendor – 6, Indirect Business Experts - 60
* Led project rescue analysis across legacy vendor and ultimately drove strategy and business decisions on future product and vendor selection.
* Conducted initial vendor due diligence, established relationship and thought leadership on program strategy, and artefact delivery. Executed gap analysis phase encompassing 32 days of vendor analysis and 60 subject matter experts.
* Garnered stakeholder support for overall governance, objectives, expectations, methodology and outputs.
* Established program organisation structure, and defined project scope delineation across core transactions, web, interfaces, Fuel Card, and information management projects.
* Created detailed resource plan and budget covering program and project management teams.
* Created master program schedule incorporating internal projects and integrated the vendor schedule. Established project dependencies identifying critical path analysis.

General Electric - GE Commercial Finance

The combination of Fleet, Equipment, Vendor, Distribution, and Corporate Finance to make the 7th largest financial institution in Aust. with 1500 staff across ANZ. With a corporate strategy focussed on cross selling, the IT strategy was to drive towards an integrated modern CRM system.

Project Manager – Commercial Finance (Reporting to Head Business Solutions)   *Jun 09 – Mar 10*

Translated the business strategy in terms of the system requirements. Led the system gap analysis and selection process for the customer relationship management system. Managed in a politically charged and sensitive environment.

Defining achievements & dimensions of the role:
* Budget $3M, 300 users. Direct Staff – 5, Indirect Business Experts – 12
* Led the product assessment and developed the business case to implement Salesforce.com.
* Established the program team, budget, schedule, business impact and training plan and implemented the Salesforce.com system into 5 business units.

Corp Finance IT Relationship Manager & Six Sigma Black Belt. (Reporting to CIO)   *Jan 07- May 09*

Operated as IT business partner for this division providing strategic advice to the Managing Director and business insight to the IT support organization. Modernised business processes and increased system adoption and automation in back office operations.

Defining achievements:
* Determined the IT strategy and business process change scope in conjunction with the Managing Director.
* Conducted IT due diligence and acquisition integration. Total Cost Ownership analysis and modelling for targets and merged entities.

- Instigated Six Sigma based process improvement projects and continuous improvement. Led multi-disciplinary teams on *LEAN* process improvement initiatives, and the development and execution of the annual customer Net Promoter Score survey and analytics.
- Led the application selection and design process for key systems. Including iManage document management, core system syndication, and web customer interface – Corp. Lending Online/cores system.

Project Manager - (Reporting to Solutions Delivery Leader)   *Jan 05 - Dec 06*

Role focussed on project implementation and service delivery improvement to all Commercial Finance businesses.

Defining achievements:
- Led the application selection and design process for key systems, and project managed the associated implementation including Siebel CRM, iManage Document Management, ACBS Syndication, Web Customer Interface - Corporate Lending Online, Leasing.
- Conducted due diligence on acquisition targets, and Program Managed the delivery of the Custom Fleet Integration acquisition ($550m 500+ user) requiring a new network, application rollout, Citrix farm, and desktop roll out across the Aust and NZ.

Prior Role Summaries

Ajilon Consulting - Program Manager - (Reporting to Solutions Delivery Leader)   *2001 - 2004*

Role focussed on project delivery/project management services within the banking and Finance industry in a customer consulting capacity. Clients included AAPT, BoQ, GE, EDS, CBA. Project scope covered infrastructure services, service improvement, infrastructure/desktop refresh, TCO analysis, software upgrades and deployments, ICT service commissioning/decommissioning/relocations.

ADI Limited (FFG Upgrade) – Snr Mgmt Accountant - (Reporting to CFO)   *2000 - 2001*

Role focused on the reimplementation of the existing ERP modules to improve data integrity and accuracy. Produced research reports to CFO to support business case for improvements, implemented policy and process improvements, improved month end finance reporting cycle time. Functional responsibility of 2 staff.

Country Energy – Snr Mgmt Accountant - (Reporting to Dep. CFO)   *1997 – 2000*

Analyst role on IT focus groups addressing the integration of legacy systems and the development of business application software projects including ERP sub system reconciliation and data integrity establishment. Developed business intelligence reporting in consultation with middle management and implemented the first budgeting software product for the business.

Amcor Limited - Plant Accountant (Reporting to General Manager)   *1996 – 1997*

Managed the accounting function and accounts staff, overseeing the sales ordering, invoicing, debtors, creditors, payroll, stock and inventory management. Oversaw the system replacement business case preparation.

Yorkshire Fittings - Systems Accountant (Reporting to Management Accountant)   *1993 - 1996*

Managed monthly reporting and associated system integrity reporting on data accuracy of system implementation. Implemented the Bill of Materials/Routing, and Asset modules of the Timms ERP.