BI Team Lead / Data Analyst

# Overview & Core Competencies

* Strong Data Analysis (BI) skills in a business environment delivering Data Services and Data Insights including ETL, SQL Server and Tableau. Strong Management experience keeping a talented team focused, effective and relevant in a dynamic workspace.
* Strong Business Analyst skills, to source, evaluate and report information, broad industry experience eliciting and defining business needs, developing, implementing and supporting effective solutions.
* Strong Project Management experience including Development (in Enterprise Systems such as SAP, Oracle), Vendor Pty Software (WMS) and solid experience delivering solutions in both Waterfall and Agile environments. Good PMBOK knowledge.
* Strong Soft skills, Excellent Communication, Stakeholder Management, Change Management, Documentation and Reporting skills. Proven ability to introduce procedures to improve workflow and operational efficiency and manage or drive change.
* Strong Procurement experience, developing, aligning, monitoring processes, analyzing data, supporting (helpdesk and transition projects) and significant reporting experience.
* Proactive approach to work and likeable professional manner whether collaborating with Executives, Managers or Subject Matter Experts.

# Career Snapshot (Last 10 years)

Oct 14 – Oct 24 **BI Team Lead** NRMA



Australia’s Largest Members Organisation

>2M Members

Travel and Tourism

Sep 13 – July 14 **Business** UBS



**Analyst - Procurement** Global Investment Bank

**(Contractor)** $9B Procurement Spend

APAC Procurement

Feb 09 – June 13 **Business Analyst** Ausgrid



**(Contractor)** Manager of Electricity Network NSW

Provides Power to 1.6M Homes and Businesses

$8B Capital Works Program. 6000 Employees

Jan 08 – Jan 09  **Project Manager** Boral



Building and Construction Materials Supplier,

$4.7B Sales, 15,200 employees

Jun 02 – Dec 07 **BA/Consultant/** Paperless Warehousing Pty Ltd

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**Project Manager** Software Vendor, Major Clients include Avon Worldwide, Patrick Logistics, Toll Logistics, and Westgate Logistics. 22 Employees

Prior to 2002 I worked mostly in Inventory Management at companies like Dalton Packaging, Metro Products, Nationalpak (now First Brands) and Dyno Wesfarmers.

# Key Projects, Achievements and Responsibilities

### NRMA 10 YRS – BI Team Lead

# I started as a Sen. BA at Thrifty Car Rental (owned by NRMA) engaging with all parts of the business clarifying requirements and working with the developers to deliver high quality, innovative and cost-effective business solutions. Within 12 months I took on the BI Team Lead role with responsibility to manage the provision of all data services to the business.

# After 3 years NRMA adopted a shared services model and the IT function at Thrifty (for which the BI Team was largely responsible) was brought into NRMA permanently and the whole team transferred to NRMA.

# My main achievements have been to:

# Manage the migration of Thrifty Data Warehouse to NRMA Cluster Servers and significantly improve the efficiency of the ETL and Overnight SYNC jobs.

# Manage the Data Services through a significant brand change (from Thrifty to Sixt)

# Manage the migration of the same Data Services through a Platform change from Azure to GCP.

# My specialist areas are BA/PM and Data Analysis. I introduced Tableau to Thrifty, helped the Data Team curate the right data sources and designed the initial data flows and Dashboards that have allowed resources to discover data insights in their own areas of expertise and help them action plans to utilize the data.

# I trained most of the staff and have supported the Tableau platform as administrator for the past several years. This has enabled the business to be more data-driven in nearly every area, in Finance, Revenue Management, Sales, Marketing and so on.

# I built a much stronger, cohesive team that is in a strong position to continue to provide innovative solutions in the Data space.

### UBS 1 YR - Business Analyst - Procurement (Contractor)

# Worked with APAC Procurement Team and IT to provide Data Analysis and identify bypass (non-compliant spend) across the preferred platform (used excel and Tableau to do this). The object was to Project Manage transfer of segments of non-compliant spend (in co-operation with the responsible managers and identified staff) to the preferred platform.

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# Upon announcement of the decision to outsource the APAC Procurement function to Singapore (early on in my time) my role became a L1 Support Desk role for APAC users whilst the outsourcing transition was completed.

### Ausgrid/Energy Australia (Govt) 6 YRS - Business Analyst (Contractor)

# Varied role, with BA, PM, Data/BI components.

# Worked with Procurement Management and many Cross Functional Teams (Design, Projects, Engineering, Planning etc.) to developed Internal and External Procedures through workshops, interviews, observation, and review of existing procedures that were successful in helping establish a new branch.

* Developed Forecast System (Access DB). This allowed real-time capture of Requisition data, assignment of a BoM to each Capital Works Project and generation of a Forecast by Material, Category and Contract to support the Category and Contract Managers. This was introduced to the organization through different roadshows allowing for feedback and redesign.
* Developed Business Intelligence capability in Tableau/Excel. Including Dashboards, KPI's, Compliance, Monthly and Ad hoc Reporting. This included Sourcing (ETL), Cleansing, Analyzing and Reporting the data in the preferred format.
* Developed Business Case for greater use of SAP. This included Workshops to Elicit Requirements and Map to SAP, Use Case Procedures, Functional & Technical Evaluation through UAT, Training, and some input into Comms & Change Management
* Contract Status, Work Management System - Developed tool to track Contract and Tender Process.
* Various Special Projects – e.g. Seconded to NNSW as Data Analyst for special Government Project, AER (Regulator) Unit Costing Report, Achilles (Industry Insurance Management), EY (Consultants) Data Interface.

### Boral - Project Manager – 1 Year

# Project Manager reporting to the PMO Manager - Projects were IT (not Construction)

* Project Manage the Development and Implementation of a Contractors Module (in Oracle) to manage the Insurance and Certification of 15,000 Contractors. 12 Month project, managing team of 10 including C-type Senior Sponsor and IT resources (some of whom were based in India). I inherited this stressful project and successfully applied for additional funding to re-scope and ensure the functional qualities of the software were delivered in full. The project was successful.
* Development of a Property Management Module (in Oracle) - Successfully developed the Business Case in conjunction with the Stakeholders and Sponsor. However, the project got held up in the pipeline due to the downturn in the building industry and I never got to start the project.

### Paperless Warehousing Pty Ltd – Logistics Consultant /BA/PM– 6 Years

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# System Analyst/PM role, reporting to the General Manager - Projects were typically 6-9 months

# Managed multiple Implementations of the Vendor Software. Typically, I managed the project Scope, Schedule, Budget, Quality, Resources, Communications, Risk and Procurement (Server, RF).

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# Each project required the development of functional and technical specs based on time spent with each Client, observing and documenting their operations. Specifications would include Use Case Modifications (Gui Screens and Actor Flowcharts).

# I was responsible for all UAT and training (SME's, Managers and Executive) both pre-go-live and post-go-live and ongoing support. I had excellent relations with the Clients I worked with.

# End to End Projects Included: Intertrading Pty Ltd (Householder Consumer Goods), Yamaha Australia (Motorbikes) and Chrisco (Christmas Hampers - Phase 2), NationalPak/Clorox (Cleaning and Food Management), Beaumont Tiles (Tiles - Phase 1) and multiple Toll/Patrick (Logistics) sites.

# Upgrade Projects included: Colorado Shoes (Shoes), Fosters Group (Wine), Bluebird (Potato Chips, NZ), AirRoad (Transport), Primo (Bacon), Go-Lo (Discount Variety), and multiple Toll/Patrick (Logistics) sites.

# Educational and Professional Development

University Entrance Aranui High School (UE is NZ equivalent of HSC) (1980)

Assoc Diploma Accounting Randwick Tafe (22 of 24 topics) (1993)

VMS Operating Systems University Technology (1993) High Distinction

Short Courses Customer Satisfaction, Key Performance Measurement

Visual Basic for Access, World Class Warehousing

Major Courses Business Analysis Book of Knowledge (Online Course)

(Duration 2+ Years) Project Management Book of Knowledge (Online Course)

IT/ Language Skills Advanced Excel, Word, Access, Power-point, MS Project and Tableau (BI). SAP, Oracle and other ERP Systems experience / various report writing tools.

Query in SQL, Big Query in GCP

*Currently Enrolled with RMIT*  *Intend to complete Certificate, then Diploma in Data Science, then Masters - Business Analytics and AI.*

**Referees**

Referees from NRMA are readily available upon Request

Referees from prior should be available