## BUSINESS CAPABILITIES

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| * Executive Management * Strategic Planning & Execution * Technology & Business Transformation * Engagement – Board to Frontline * Operational Improvement * Professional Development & Mentoring | * Financial Management * Risk Management * Data & Information Strategy * Cost Optimisation * Program Management * IT Operations Management |
| TRAINING  * First Aid - 2021 * ITIL Foundation – 2018 * PMP – 2014 | MEMBERSHIPS  * Leadership Collective Australia – CIO Roundtable * Supply Chain and Logistics Association of Australia |

## EDUCATION

* Master of Business Administration – expected completion end-2025, Charles Sturt University
* Diploma of Management – completed 2013, TAFE QLD

## EXPERIENCE

## Lort Smith Animal Hospital

Australia’s largest not-for-profit veterinary hospital with two sites and services delivered across Melbourne.

## Head of Technology & Transformation May 2023 – October 2024

* Executive management role with extensive engagement at Board level and participation in the Investment Review and Audit Committee. Oversight of annual Cybersecurity Audit.
* Ownership of the business planning process and oversight of the execution of strategic and operational improvement programs including guiding the wider executive team in the development of plans and clearly defined metrics to achieve strategic and missional goals.
* Oversight of corporate governance functions including enterprise risk, change control and project management, ensuring compliance and quality outcomes.
* Responsibility for efficient delivery of technology, cybersecurity, communications, data and project management services across the organisation.
* Responsibility for technology assets – clinical, information and communications technology – including planned maintenance, vendor management and lifecycle/replacement planning.
* Chair of Data Governance Working Group including ownership of data standards, datasets and analytics.

*Achievements* *–*

* Continued oversight of a three-year strategic program with expected revenue uplift of $4.5m pa in revenue and $2m pa in charitable donations.
* Design and execution of an operational improvement program delivering 40% reduction in customer service wait time and 60% improvement in call abandonment rate, improving the customer experience and driving an additional 20% call volume through the contact centre.
* Part of the project team responsible for delivering the North Melbourne Hospital Redevelopment– a $18m project which completely overhauled the hospital and expanded its footprint by 100%.
* Optimised IT operating expenditure to realise savings of 20% including tendering of major managed services contract. Strategically realigned internal IT team on value-generation activities.
* Oversaw re-architecture of the technology operating environment improving availability and capacity by 60% while simplifying and reducing the cost of support.
* Development of Lort Smith’s IT strategy and IT operating model including innovation pathways towards AI, machine learning and advanced data analytics.

## Kinetic A large, multi-modal, mass transit operator with over 8000 employees across ANZ with significant acquisitive growth over the past five years.

## Head of Technology & Transformation Mar 2019 – Mar 2023

* ANZ-region executive appointment.
* Overall responsibility for effective and efficient delivery of information technology, communications, data and PMO services across the organisation.
* Oversee the corporate project portfolio to ensure effective and appropriate governance of projects, managing key risks, budgets, and outcomes.
* Develop and execute business aligned strategic and operational plans.
* Development and management of effective governance functions including oversight of enterprise risk management and the Project Management Office.
* Business and executive management engagement in development of plans, roadmaps and strategic initiatives.
* Oversight and review of standards and compliance measures including development of OKRs, SLAs and yearly auditing.
* Act as a member of the Tenders Working Group to provide cost and capability models in support of potential contract opportunities.
* Support M&A activities by overseeing due diligence audits, testing and transition of acquired business units.

## *Achievements -*

* Managed IT operating expenditure of $11M pa and portfolio budget of >$18M pa.
* Oversaw a complex, mission-critical environment operating across 94 sites throughout ANZ with a strong focus on IT service management, SLA adherence and outstanding user experience.
* Executed on a major digital transformation program across all corporate functions and systems with engagement across 17 business units. Key outcomes include –
  + Consolidation of Microsoft tenancies and renegotiation of licencing, saving 45%.
  + Implementation of an enterprise finance system (Dynamics 365) to centralise corporate finance functions and facilitate group level reporting.
  + Implementation of an enterprise asset management system to standardise approach to planned maintenance, defect management and centralise the procurement and management of inventory saving ~$1.2M pa.
  + Oversaw the development of a data strategy and description of data assets, reference data and design of the cloud data warehouse infrastructure.
* Built from scratch a highly engaged team of 26 with a focus on end-to-end accountability, personal and professional development, mentoring and customer focus.
* Development of Kinetic’s IT strategy, operating model and associated governance processes including risk and disaster management, project management, service management and procurement.
* Managed high-value vendor relationships including managed service providers, consultants and outsourcing partners with spend above $1M pa. Renegotiated service contracts with savings of ~$700K pa.
* Ran successful technology and business process improvement programs with outcomes including significant FTE savings, improved contract compliance and stronger governance.
* Implemented and oversaw the activity of the Change Advisory Board and the Architecture Review Board.

## All Purpose Transport 2009 – 2019 A full-service transport and logistics organisation providing multi-modal freight solutions with 150 staff and 350 subcontractor owner drivers.

## IT & Operations Manager 2012 – 2019

* Participate as a member of the executive leadership team in developing strategic, operational and departmental plans to support company goals and growth targets.
* Oversee Service Delivery including ensuring SLA adherence, cost efficiency and appropriate resource utilisation.
* Manage tendering and procurement of managed services and vendors.
* Own and maintain current and future state IT architectures ensuring that they are business aligned and capable of supporting business goals.
* Manage the delivery of the IT Portfolio including technology transformation program.
* Deliver and execute on the data strategy including data governance, capability modelling, and development to enable data-drive decision support for the business.
* Partner with business unit managers to deliver value and efficiency through the application of technology solutions and services.

*Achievements -*

* Managed a $2M project implementing of a state-of-the-art ERP/TMS platform, managing stakeholder requirements and expectations across 10 business units in multiple locations.
* Development of 5yr technology innovation roadmap and investment plan.
* Lead the design and architecture of numerous business and customer facing applications across the domains of transport management, optimisation, and data visualisation.
* Managed relationships with key clients to provide support and ensure appropriate response to IT challenges in the interchange of data between businesses.
* Oversaw a successful, multi-year technology modernisation and transformation program aimed providing a stable and robust technology baseline to support business operations.
* Implementation of hybrid cloud environment replacing legacy hardware and infrastructure, enabling high availability redundancy and ‘Work from Anywhere’.
* Oversaw the sourcing and transition of enterprise services to a single Managed Service Provider including development of IT operating model, service design, SLA definition and resourcing models.

## IT Project Manager 2009 – 2012

* Manage IT project portfolio.
* Partner with senior management to assist with the development of IT strategic plans, roadmaps and investment profiles.
* Implement appropriate project management governance and controls to ensure quality outcomes and minimise risk.
* Analyse project costs, track budgets and resources and report to management.
* Engage with vendors, develop RFI/RFP documentation and provide recommendations to the business
* Identify opportunities for business process improvement and engage with the continuous improvement working group to implement.

*Achievements -*

* Lead the implementation and training of a removals industry-specific transport management system and managed the integration with multiple systems used throughout All Purpose Transport.
* Undertook business process improvement initiatives aimed at removing duplication of effort and streamlining manual processes through application of RPA technologies saving 2 FTEs.
* Architected and designed software solution for the warehousing of shipping containers and storage modules, optimising placement location and time-to-retrieve.
* Implemented IT Steering Committee to ensure business alignment of technology activities.

## LicenceSmart 2016-2017 Start-up company with the goal of developing an innovative web-based platform for the monitoring and management of legislated Chain of Responsibility and Fatigue Management requirements. The project was wrapped up with the sale of IP prior to launch.

## CTO & Co-founder

* Lead the research, design, and architecture of a scalable, fault tolerant web application with data interchange between several state and federal government agencies.
* Communicated at a high level of government including Directors for Transport Main Roads and Ministers of Parliament.
* Managed company finance, treasury, grant applications and statutory reporting requirements.

**Family Care Medical Services** 2007-2008

**IT Project Manager,** 2008

**Medical Triage Officer,** 2007