

Profile

I'm currently employed by the Department of Education, within the Communications directorate. Prior to joining the department in 2021, I worked for the WA Police Force for almost 14 years.

I discovered coding for the first time in 2016 during the knowledge base development project. The project resulted in a new online knowledge base for the police emergency and non-emergency call centre. During the project I took an online course in HTML, CSS and JavaScript and found that I enjoyed coding.

I've continued to study coding outside of my work, and in 2022 I was selected to take part in the She Codes Plus program for 2022 – 2023. We are now learning JavaScript and React, so far we have covered:

- HTML
- CSS
- Python
- Django
- Django Rest Framework (DRF)

Relevant Experience

Senior Consultant Stakeholder Engagement

Department of Education | Communications | November 2022 – Current

I provide project management support for the Communications directorate. This includes the coordination of projects, events, campaigns and internal communication activities.

Key achievements

I'm supporting my directorate through an internal restructure by:

- mapping and recording new team processes and procedures
- working with teams to develop handover and transition plans
- identifying skill, knowledge and training gaps to create training plans for staff
- researching project management tools to produce a report with recommended solutions. The preferred solution has been accepted by management and is progressing to procurement.

Senior Consultant Intranet Services

Department of Education | Communications | September 2021 – November 2022

I contributed to the development, maintenance, and improvement of the department's intranet and its content by:

- working with the technical team on functional improvements to improve the user experience
- providing advice and support to my team on HTML and CSS best practice to meet accessibility requirements (WCAG 2.0 level AA)
- performing regression testing for updates to the intranet
- using web data and analytics to identify areas for improvement
- developing and reviewing web content in collaboration with subject matter experts
- providing specialist advice and support on tailoring communications for specific audiences, and structuring content into logical, easy to read formats.

Key achievements

- I supported the COVID-19 Incident Management Team with their communication activities between January and June of 2022. This required extensive overtime and shift work to keep school principals informed about COVID-19 outbreaks, and to provide instruction on school quarantine requirements.

Policy Development Facilitator

WA Police Force | Legislation and Policy | January 2019 – September 2021

I contributed to the development and implementation of strategic, corporate, and operational policy by:

- coordinating updates to our Corporate Knowledge Base (online policy library)
- providing HTML and CSS advice and guidance to our Corporate Knowledge Base administrator
- researching and analysing legislation, trends, patterns, risks and emerging issues to provide advice and recommendations supported by evidence
- drafting policy and procedures to align with overarching legislative requirements, government and agency strategic direction, and operational environment
- creating and maintaining networks and positive working relationships with internal and external stakeholders, to negotiate and influence change.

Key achievements

I contributed to the Policy Reform Project by:

- creating concept proposals and a business case for submission to our Corporate Board of executives
- securing additional, permanent resources for our team and approval to procure new software for the online management of our policy library
- developing communication strategies and plans, and the project documentation to effectively manage the project.

Business Practice Coordinator

WA Police Force | Business Intelligence and Analytics | July 2018 – January 2019

I fulfilled a six-month secondment with Business Intelligence and Analytics to evaluate business performance and implement process improvements.

Key achievements

- Self-taught administrator for the project and change management software, Atlassian Jira.
- Managed the development and implementation of project management software, Atlassian Jira, to meet the business needs of the division and improve the management and reporting capabilities of the team's workload.

Knowledgebase Administrator

WA Police Force | State Communications Division | February 2013 – January 2019

I developed business processes for the emergency and non-emergency call centre, State Communications Division. The business processes were published to an internal knowledge base using content management systems, HTML, CSS and JavaScript. I:

- provided system support and training to my team and users of the knowledge base
- published business processes on the knowledge base using single-source principles
- used quality assurance data to identify trends, patterns and emerging themes in business performance
- collated and analysed qualitative and quantitative data to identify business risks, benefits, interdependencies, and recommendations for business process improvements
- defined business processes through process mapping, research, and analysis
- worked with stakeholders and subject matter experts to discuss business needs, issues, interdependencies, and potential solutions for negotiation
- developed and implemented business processes for the division, in the form of guides, standard operating procedures and aide memoires
- evaluated the success of business improvement activities, such as conducting user acceptance testing (UAT), surveys, and reviewing quality assurance data.

Key achievements

- Managed the knowledge base development project, to secure new software and develop a new knowledge base for the call centres. This project included alignment and collaboration with another agency-wide project (CAD P1 project) that affected all our operational processes.
- Implemented a change champion process with a target group of stakeholders to develop positive working relationships and increase user buy-in.
- Created the team's change management plans, business continuity and disaster recovery plans.

Systems and Software

Coding and content management systems (CMS)

- Visual Studio Code
- Insomnia
- Liferay
- Madcap Flare
- Adobe RoboHelp
- GitHub

Project and workflow management

- Atlassian Jira
- Clickup
- HP Service Manager (SM9)
- KB Change Request Register
- Voice Extracts Register

Qualifications

Diploma of Leadership and Management

North Metropolitan TAFE | 2020

Coding courses

She Codes Plus

She Codes Australia – In progress

CS50's Introduction to Game Development

Harvard via edX – In progress

HTML & CSS Fundamentals

W3C via edX | 2021 | [Web Certificate](#)

CSS Basics

W3C via edX | 2019 | [Web Certificate](#)

JavaScript, HTML and CSS Web Development

Microsoft via edX | 2016 | [Web Certificate](#)

Other courses

Policy in Practice

IPAA WA | 2020

Change Management

AIM | 2020

Policy Essentials

Public Sector Commission | 2019

Drawing Nature, Science and Culture (Illustration)

University of Newcastle via edX | 2017 | [Web Certificate](#)

Referees provided on request.