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| **Career Snapshot**  **(From September 2004 till date)** |

Following are the different clients for whom I had opportunity to work with:

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| **Detailed professional experience** | | |
| **NAB (National Australia Bank)** | **From Sep 2022 - till date** | **Locations: Melbourne, Australia** |
| **Roles and responsibilities:**  New First Vision Core Platform delivery Project   * Collaboration with Vendor and Technical stakeholders across multiple teams to deliver uplifted API’s required for the Core Platform. * Working closely with Product Management, operations and technical stakeholders on the creation of business requirements via Rally in the form of Epics and User Stories * Utilisation of Cards SME experience to transform and deliver Business Requirements into System Configuration for the development of new Cards Products and features on the Cards Platform. * Delivery of System Change Management and Operational procedure to deliver new and uplifted process maps and support documentation for Configuration management. * Managing regular stakeholder status meetings which were reported to senior delivery leads and business stakeholders.   **Key Achievements:**   * Delivery of Configuration Management System new Core Platform Foundational build * Delivery of API’s for Supporting New Platform Pilot Functionality | | |
| **ANZ Bank** | **From Mar 2021- Aug 2022** | **Locations: Melbourne, Australia** |
| **Roles and responsibilities:**  In-App Marketing Initiative to drive Credit Card Applications;   * Working closely with product management, operations and technical stakeholders on the creation of business requirements via Jira in the form of Epics and User Stories * Worked closely with Change Management and Operational stakeholders to deliver new and uplifted process maps and support documentation for Customer support and back-office operations. * Delivered Scrum Master Activities in leading daily standups, managing the project Jira and Confluence. * Managing regular stakeholder status meetings which were reported to senior delivery leads and tribe stakeholders. * Lead and manage pilot testing with staff customers. * Manage technical and business resources to support the successful implementation across multiple implementation phases. * Liaising with testers and developers for testing and development support through to implementation   **Key Achievements:**   * The project was a success, as it delivered a 4x return on volume of credit card application submissions with approval (~150). | | |
| ME Bank | From Aug 2018 – Aug 2020 | Locations: Melbourne, Australia |
| **Roles and responsibilities:**  Launching of Apple Pay with MasterCard and eftpos   * Liaise with testers and developers for testing and development support through to implementation. * Develop technical support documentation for incident and problem management. * Technical and business stakeholder engagement to develop digital payments support and operational model. * Develop support documentation to operationalise the new functionality to be delivered by the project. * Manage external partners and internal ME teams to build first time integration and digital provisioning, transaction and life-cycle management capability.   **Key Achievements:**   * Launched Apple Pay in partnership with Apple, MasterCard and eftpos in less than 12 months and within budget. * Delivered foundations of tokenisation to support digital payments, thus allowing ME to launch other pays such as Google Pay; Samsung Pay; Fitbit, Garmin & merchant tokenisation. * Managed and developed the API specifications required from Digital Wallet providers (Apple, Google, Garmin, Samsung, Garmin, Fitbit and Merchant Tokenisation) to align with internal ME Bank systems. | | |
| **NAB (National Australia Bank)** | **From Jan 2016 – Aug 2018** | **Locations: Melbourne, Australia** |
| **Roles and responsibilities:**  Launching of Visa Signature Consumer and Commercial Credit Cards   * Collaborated with the Cards Product Owners (Retail and Commercial) to review both the NAB Retail Cards and Commercial Cards Terms and Conditions in line with the new Visa Signature product offerings. * Delivered new Visa Signature Commercial products for NAB. * Delivered new Visa Qantas products to support upcoming migration from MasterCard to Visa. * Successfully off-saled MasterCard consumer and Commercial products for NAB. * Worked as the lead Business Analyst for a team of 4. * Cards SME to define and deliver cards parameters. * Worked with numerous vendors to support consumer and commercial product card development.   **Key Achievements:**   * 4 New Visa Signature Cards were successfully delivered and significantly under budget. | | |
| **FIS** | **From Aug 2012 – Oct 2015** | **Locations: Melbourne, Australia** |
| **Roles and responsibilities:**  This project provided 2nd level support for existing Cards Projects at FIS Australia.   * This role required my strong and grounded knowledge of BASE Global and all interrelated systems, as this knowledge was regularly requested from several project teams on a highly frequent basis. * The role also involved the Team Lead for the Cards Projects team. This required me to lead a team of several Business Analysts in managing a mailbox to address the range of inquiries, analysis and other queries that were requested. * This role involved reporting through to the head of Projects for assigning support to other areas when capacity was available. | | |
| **NAB (National Australia Bank)** | **From Mar 2009 – Feb 2012** | **Locations: Melbourne, Australia** |
| **Roles and responsibilities:**  This project was the delivery of the UBank Brand and scheme Debit Card   * Development of High Level and Detailed Requirements for all Cards related vendors. * Management of Vendors for the delivery of Card, Plastic and Personalisation requirements   **Key Achievements:**   * Successfully delivered the Ubank Scheme debit Card to Customers as part of the first consumer product for the Ubank Brand. | | |
| St George | **From Jan 2009– Feb 2009** | **Locations: Sydney, Australia** |
| * Worked on the migration project from St George to Westpac and other support related projects. * The role focused upon maintaining the Production Support, Supporting the FIS releases and Implementing Projects within the Cards deliery team at St George. | | |

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| Tools and Methodologies | | |
| **Cards Platforms:**  BASE Global (P1C), VisionPlus | **SDLC methodologies:**  AGILE, Waterfall | **Project management tools:**  JIRA, Confluence |
| **Programming languages:**  Visual Basic, VBA scripting | **Database:**  SQL, Teradata | **Financial Testing Tools:**  FinSim |

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| **Education** |
| **Bachelor of Information Science (Hons),** University of Newcastle |