

SENIOR PROJECT MANAGER

ENTERPRISE EXPERIENCE DESIGN & DIGITAL INNOVATION PROJECTS

Highly capable and seasoned project manager with solid background building success within small businesses, large corporations, and government agencies spanning banking, finance, legal, and consulting industries. Proven track-record delivering digital innovation projects from business case through to implementation and roll-out using both traditional project management and agile methodologies. Core strengths include facilitating collaboration through workshops, engaging with project team and executive leadership to develop frameworks, define agendas, and navigate corporate politics to deliver high-quality outcomes.

Areas of Excellence

Time & Resource Management • Strategic Planning & Tactical Execution • Scope & Change Management • Design Innovation
Agile / Scrum Methodologies • Stakeholder Management • Design Thinking • Process Optimization • Performance Management
Presentations & Reporting • Creative Direction • Vendor Management • Team Leadership & Development • Quality Management

INDEPENDENT CONTRACTOR EXPERIENCE

INDEPENDENT CONTRACTOR – UX LEAD

2017 – Present

Supreme Court Library

Oversaw UX design stream of Supreme Court Library digital experience overhaul, impacting functionality and access to the entire library catalogue and information assets by the majority of practicing Judges, legal professionals and academics in first major technology-based upgrade in Supreme Court Library's history. Led project team on this journey by clarifying vision of ideal experience, conducting research with customer groups, establishing new information architecture (IA) and designing & validating user experience with users.

- **Identified budgetary and timing constraints**, developed criteria for decision-making, and established quality standards.
- **Engaged with key stakeholders** to understand pain points, interviewing 15+ legal professionals (including Judges, Barristers, Solicitors and Students); compiled key features for usability enhancements based on user research.
- **Coordinated concept design**, meeting weekly with stakeholders to conduct design showcase, demonstrate concepts, obtain feedback, and adjust based on user reactions.
- **Translated concept into interactive prototype**, pitched to initial interviewees, and conducted scenario-based testing to evaluate framework and wireframing; received overwhelmingly positive feedback and leveraged testing and interview information to further enhance design.
- **Oversaw detailed design**, involving translation of concepts into detailed wireframes, designing each component in full and accounting for functional and non-functional requirements.
- **Incorporated design innovations to overcome specific challenges**, increase search efficiencies, and enhance information retrieval, leading to effective and workable information architecture.
- **Established flexible Risks & Issues Register to better manage risk**, later adopted by other project leaders.
- **Managed Supreme Court's expectations and continually refocused stakeholders on big picture**; reconciled competing user and management priorities by hosting targeted planning sessions to build consensus around contentious issues, resolve internal conflicts, and developed a clear agenda.
- **Collaborated with management to create strategic product roadmap and team strategy**, detailing release stages and features; developed visual presentation for leadership to outline process.
- **Created and established Supreme Court's first vendor tender and request for proposal (RFP) process** and outlined project management methodologies, drawing on industry best practices.
- **Administered vendor selection process**, issuing RFPs, hosting Q&A session, and defining criteria for selection; received extremely well by management.

Department of Education

Led concept discovery project that involved new vision and concept prototype for flagship application, QParents, that enables schools and parents to better track students' learning journeys and streamlines communication with parents regarding textbooks, classes, resources, invoices, and permission slips. Enhanced application significantly to better compete with private sector service providers and improve take up by schools and parents. Oversaw team of 3 agency staff.

- **Interviewed teachers, school management, principals, and parents to understand issues,** needs, and preferences and integrated requirements into design concept. Sought feedback, revised design, and built prototype designed to influence Department of Education board and enhance business case for full development and implementation.
- **Assisted Project Director with development of project roadmap,** prioritizing and integrating competing goals and objectives across numerous teams within the department and allocating features for staggered release.

Department of Child Safety, Youth, & Women

Orchestrated and managed UX design stream for new Career Connect application, designed to simplify foster parents' lives, improve communication regarding assignment of children, streamline child expense records, and provide background on children to parents prior to arrival, as well as provide children information about new homes. The primary project objective was to reduce foster parent attrition rate, due to process complexity and inefficiencies.

- **Researched user needs and preferences and identified key features for design;** pitched prototype to users; and fine-tuned design in response to feedback.
- **Outlined roadmap for development and implementation,** simplifying processes by breaking project into manageable components and prioritizing features that directly reduced foster parent attrition.
- **Attended conventions and contributed to public relations (PR) program** to showcase new application features and introduce concept to foster parents.
- **Achieved roadmap and prototype approval** from department and Minister of Child Safety, Youth, and Women.

PROFESSIONAL EXPERIENCE

MOBILE IMPLEMENTATION MANAGER – Sydney, Australia

2008 – 2017

ABC Department

Served as of member Change and Mobile teams throughout online and mobile transformation project, largest element of 5-year, \$2B strategic investment priorities program. Managed all mobile implementation tasks, including delivery of Call Centre and Branch training material, upgrade strategies for customers on unsupported mobile operating systems, and business continuity planning. Reported progress to senior management and program stakeholders at weekly governance meetings. Collaborated with key stakeholders, subject matter experts, and teams across bank, including UX, legal, and mobile development.

- **Coordinated key change request around customers' transition** from the existing online and mobile platform to new platform, involving workflows, terms & conditions compliance, and incorporation of guided help (central to the Program's business case) to ensure smooth transition for all customers.
- **Enhanced procedure for capturing and tracking known production issues** for customer facing personnel, including Call Centre and Branch staff, enabling issues to be located in seconds.

EDUCATION & PROFESSIONAL DEVELOPMENT

UNIVERSITY OF COLLEGE – New York, NY

Bachelor of Information Technology (Honors | Bachelor of Commerce, Emphasis in Information Systems

Project Management Institute – Project Management Professional (PMP) Certification, Expected December 2021

Project Minds – Project Management Fundamentals, Project Finance, Project Implementation Review, 2010