

# WiT Board Candidate Profile

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## Board & Committees Positions:

- Board Director & ICT Committee Chair, WiT - Annual Turnover (\$188,500); ICT Committee 8 members, Board 12 members
- President, Sapphire Netball Club (Current) which currently has a membership of 90 families
- President, Yeronga Park Kindergarten (Past) – Annual turnover (\$500,000); FTE Staff 6, children enrolled 88 (which is capacity)
- Vice President 2014/15, Treasurer 2015/16, Moorooka Marlins Amateur Swimming Club (Past) – membership of 40 families

## Awards:

- 2009 BEST Award for the most outstanding People Leader in Telstra Enterprise and Government.
- 2015 Supporter of the year Sapphire Netball Club
- 2014 Awarded Scholarship through Dimension Data for the Advanced Leadership Program through Women & Leadership Australia

## Professional Qualifications & Memberships:

- Diploma of Business (Frontline Management) 2008
- Diploma of Project Management 2008
- Certificate IV in Project Management 2007
- ITIL Foundation V3
- Justice of the Peace (Qualified)
- Women in Technology

## Current Employment:

**Service Activation Manager – Dimension Data** which is Global company worth over USD 7.5 billion and a wholly owned subsidiary of the NTT Group, Total FTE Staff globally of 31,000;

Responsible for driving, governing and reporting upon the performance of a complex program of activation activities. Service Activation Managers collaborate closely with Client Delivery Executive's, Transition Project Managers and Delivery Towers to achieve

successfully transitioned services according to the contracted timeframe, cost and service obligation parameters.

## **Career Profile & Highlights:**

### **Field Services Manager – Dimension Data**

Reporting to the State Professional Services Manager, the Field Services Manager is responsible for the management of the line(s) of business in Queensland. This includes the development and co-ordination of the team, assisting Professional Services management with the establishment of the Services strategy and execution, to achieve revenue and expense targets in line with Dimension Data's overall strategy of planning, building and supporting technology solutions. Whilst in this role and as a result of my strong desire to develop others I was asked to run the Qld Branch Graduate Program, which included creating development plans and opportunities to learn, business engagement, recruitment and performance and remuneration management.

### **Group Manager Service Relationship Management – Telstra**

Reporting to the National General Manager, Service Relationship Management responsible for building engagement and understanding customer's requirements. Develop talent and capabilities partnering with Account Executives to manage the customer relationship and enhance the customer experience (simplify, serve and save). Management of the service relationship for Queensland Government which is a \$240m per annum customer portfolio.

### **Regional General Manager Customer Care QLD (4 month secondment) - Telstra**

Reporting to the Executive Director of Customer Care, responsible for management of the Service Relationship and Project Management workgroups in supporting the delivery of ICT services to the Enterprise and Government customer base. These 150 'high end' customers deliver revenues in the order of \$420M per annum, and range from large multi-national mining companies, to Australia wide financial institutions and fast food chains, as well as many of the Queensland Government Departments.

### **Operations Service Delivery – Telstra**

Service Delivery is responsible for the installation, maintenance and construction of telecommunications to Telstra customers. Northern Region has a workforce of approximately 1200 staff with the majority of these being field based staff dispersed across Queensland and parts of Northern New South Wales.

### **Regional Implementation Manager – Telstra**

Customer Project Management (CPM) is responsible for the coordination and delivery of customer solutions. CPM can be involved from contract negotiation or purely in the delivery phase. During my tenure in this role I took a strategic development opportunity to broaden my operational capability and commercial acumen by accepting the Field Manager role for Northern Region during May 09 to Jun 10 where I managed a workforce of 150 technicians in diverse locations.

## **Commitment to industry or community:**

Women in Technology – ICT Committee Chair & Board Member

Yeronga Park Kindergarten – President, Minutes Secretary & Newsletter Coordinator over a 2 year period

Yeronga State School – active P&C committee member, Fete stall convener, volunteer in tuck shop at school events such as disco

Salvation Army Christmas Appeal – coordinate teams and participate in assisting with gift sorting and packing annually

Moorooka Marlins Swim Club – Vice President and Treasurer

Brisbane International Tennis Tournament – Transport Driver

Fed Cup Tennis Tournament – Transport Driver

## **Summary:**

Manager with outstanding track record of business performance, customer relations, strategic leadership and long term planning. The Field Services Manager role is diverse including management of P&L, resource planning and management, project management, understanding contact centre and security technologies, client & vendor relationship and governance pertaining to contracts and proposal submission.

Over my career I have had the opportunity to lead teams of all sizes including a large team of 150 external technicians across a diverse work environment (Gold Coast, Cleveland including Islands, Beaudesert and out to Goondiwindi).

I am passionate about delivering customer service excellence and thrive on customer centric roles. My leadership capability was acknowledged in 2009 by achieving the BEST Award for the most outstanding People Leader in Telstra Enterprise and Government.

I have a sense of urgency in driving to reach my goals and readily challenge the world around me. I am independent in contributing my own ideas, which are innovative and a catalyst for change. I am resourceful and optimistically persistent in pursuing goals and work through or around potential obstacles or setbacks to accomplish desired outcomes.