

PAULINE REID

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ICT EXECUTIVE

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An experienced ICT professional with expert leadership skills and a passion for developing staff, while delivering transformative solutions within complex environments.

PROFESSIONAL PROFILE

LEADERSHIP – Known for inspiring a culture of motivation and team work while delivering quality outcomes, through building strong dedicated teams of ICT Professionals committed to improving end user experience

ICT DELIVERY AND GOVERNANCE – Focused on delivering high quality, cost effective initiatives on time and within budget in order to support and enhance the client's Business Strategy

TRANSFORMATION – Passionate about effectively managing and supporting Digital and Organisational Transformation through strong leadership and collaboration to enhance staff and client engagement

RISK MANAGEMENT – A diligent risk assessor focused on regularly scanning the operational and strategic environment, with a view to identifying and evaluating risk mitigation opportunities

CAREER PROFILE AND HIGHLIGHTS SUMMARY

- **ICT Delivery** – As Executive Director ICT Delivery, implemented an Organisational Transformation program including governance framework, which improved overall delivery of ICT Programs to Queensland's Public Safety Agencies (PSA's), by more than 30% from the previous FY measured against Time, Cost, Quality KPI's.
- **Program Management** – Acknowledged by Queensland Police Service (QPS) as an outstanding contributor to the 2018 Commonwealth Games (2018 CG), through facilitating the successful delivery of an 18month ICT Program of Work including 20 projects. This program was delivered on time \$200,000 under budget.
- **Leadership and Equity** – Awarded the 2018 Public Safety Business Agency (PSBA) Most Outstanding Female Award - demonstrating innovation through work practices, mentoring others and encouraging diversity in the workplace.
- **Business Acumen** – Awarded Franchisee of the Year 2016 across a franchise group of 21 clinics nationally. The award recognizes excellence in business management and contribution to the franchise community.
- **Transformation** – Successfully established a new Directorate supporting Qld's Triple Zero Services. Implemented an operating model and lifecycle support framework, including the management of 40+ critical contracts within 3 months.
- **Client Services and End User Experience** – As Director Service Transition, facilitated the coordination and provision of a dedicated ICT Support structure for QPS of more than 50 Command Posts in support of the 2014 G20 World Leaders Summit.

COMMITTEE/BOARD EXPERIENCE

- Acting Chair - ICT Sub Committee - Reporting to PSBA Board of Management
- Member - QPS ICT Sub Committee
- Chair - ESCAD Upgrade Program Board - \$10.5 mil budget
- Chair - Commonwealth Games ICT Committee - \$2 mil budget
- Chair – ICT Delivery Governance Committee - \$37 mil Budget

AWARDS

- PSBA 2018 Most Outstanding Female Award – International Women's Day
- 2014 Brazilian Beauty Franchisee of the Year
- National ITSMF Innovation award 2010 - Service Design

PROFESSIONAL QUALIFICATIONS AND MEMBERSHIP

- Graduate WIT Board Readiness Program
- Diploma of Business Management
- Practitioner - Prince II

CURRENT EMPLOYMENT

Frontline and Digital Services, Public Safety Business Agency

Executive Director, ICT Delivery

160 staff across 5 Directorates

Budget = \$52mil

Dec 2016 - Present

Maintain accountability for the provision of client services and solution delivery to Queensland's PSA's (Qld Police Service, Qld Fire Service, Qld Ambulance Service, Inspector General Emergency Management) including Innovation, Design, Build and Transition. Maintain strong and collaborative working relationships with business stakeholders at all levels, ensuring operational and strategic needs of the Queensland Public Safety Agencies and community are met.

Major Outcomes and Achievements:

- **Business Transformation and Establishment** - Developed and implemented the framework and re-structure of the Project Delivery Team to become an end to end Delivery Office, improving project implementation and success KPI's by over 35%.
- **Strategic** - Assisted the CIO in developing the PSA's ICT Strategy and Investment Plan driving the delivery of the 4 year program of work to improve services and outcomes for the Agencies and Qld Community
- **Agile Development** - Led the transformation and implementation of an Agile Delivery framework across the technical teams to improve quality and efficiency of ICT deliverables to the PSA's.
- **Client Services** - Led the creation and implementation of a comprehensive Service Agreement providing clarity of roles and responsibilities and service expectations. The agreement was the first of its kind across the portfolio.

Frontline and Digital Services, Public Safety Business Agency

Director, Platinum Services

52 staff

Budget = \$12.5mil

Jan 2015 – Dec 2016

Responsibility for the provision of premium support levels across critical frontline services including Triple Zero Call Taking and Dispatch Services within Queensland's PSA's. Manage and negotiate vendor contracts and SLA's supporting critical services, while ensuring proactive monitoring and maintenance of services. Drive the strategic agenda for Digital Transformation and improvement of critical services to the community, through mature Risk Management and mitigation practices, in addition to state wide improvements within Triple Zero Communications Centres.

Major Outcomes and Achievements:

- **Business Transformation and Establishment** - Developed and managed the implementation of the Platinum Services Directorate within 3 months, managing a team of IT specialists across the state of QLD.
- **Governance and Audit Compliance** – Established a Delivery Governance committee designed to prioritise, quality assess and monitor delivery KPI's of agency initiatives.
- **ICT Architecture** - Conceptualised and implemented end to end Technology Baselines for the Triple Zero services detailing architectural and process based views including infrastructure, systems and integration based views.
- **Vendor & Contract Management** – Implemented a mature Vendor and Contract Management framework improving vendor and service performance through defining robust Key Performance Indicators and relationship expectations.

Brazilian Beauty Mount Gravatt

Owner/Director

6 staff

Annual Turnover \$650,000+

Nov 2015 - Present

Own and operate a moderate size Beauty Clinic turning over approximately \$650,000 per annum, with 600+ client visits per month. Maintain responsibility for accounts management, wages, cash-flow management, Local Area Marketing and strategic business planning. Provide leadership and guidance to a Clinic Manager to enable effectively and efficient operation of the business day to day.

Major Outcomes and Achievements:

- Growth of 17% since business purchase in Nov 2015 through strong leadership and client services focus
- Increased profitability of 11% year on year through client retention and improved customer satisfaction
- Improved Client base and retention by 9% from time of purchase to current
- Awarded Franchisee of the Year 2016