

# Jane Doe

## HEAD OF DELIVERY TRANSFORMATION

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### PROFESSIONAL SUMMARY

Enterprise transformation leader with 12 years of proven expertise driving delivery transformation across complex organisations, embedding prioritisation frameworks and operating model design. Demonstrated success leading enterprise delivery change through agile and lean methodologies, delivering measurable outcomes including \$12.4 million portfolio transformation and 31% service processing improvements. Excel at executive stakeholder engagement, capability uplift, and data-driven reporting to showcase tangible ROI. Strong background in governance evolution, flow-based delivery models, and scaling modern ways of working across multi-disciplinary teams.

### PROFESSIONAL EXPERIENCE

#### Senior Business Technology Manager

Feb 2022 – Present

##### NorthRiver Financial Services

- Directed \$12.4 million transformation portfolio spanning 14 concurrent initiatives across operations, risk, compliance, and technology, embedding prioritisation and delivery frameworks
- Reduced end-to-end service processing time by 31% via workflow redesign, automation, and lean governance
- Delivered 96% on-time milestone performance across multi-year roadmap with more than 120 stakeholders, using data-driven portfolio reporting
- Established executive portfolio reporting packs, improving decision turnaround from 10 business days to 3
- Negotiated vendor outcomes that avoided \$1.1 million in forecast overruns while maintaining target scope
- Led quarterly planning and dependency management across 6 delivery teams, improving resource utilisation by 18%

#### Business Transformation Lead

Jun 2019 – Jan 2022

##### Harbour Mutual Group

- Led 40-person cross-functional transformation team, delivering \$4.8 million annual operating cost reduction
- Improved claims productivity by 27% through process redesign, role clarity, and dashboard-led management
- Implemented governance controls reducing reporting defects by 72% across executive and regulatory submissions
- Delivered national workflow standardisation across 9 business units, reducing rework by 24%
- Built benefits tracking frameworks validating \$8.6 million in realised value over 24 months

#### Senior Project Manager

Mar 2016 – May 2019

##### Summit Retail Holdings

- Delivered \$9.7 million ERP and planning program across procurement, inventory, and finance
- Completed 3 rollout waves for 180+ sites with zero critical business interruption during cutover
- Reduced inventory variance by 22% via controls redesign, improved reporting, and supplier governance
- Managed budgets, vendors, and integrated delivery plans across 11 workstreams and 7 external partners
- Improved project status accuracy and executive visibility through new PMO reporting practices

#### Business Analyst / Project Coordinator

Jul 2012 – Feb 2016

##### Crest Advisory Partners

- Supported 20+ transformation and efficiency engagements across public and private sector clients
- Developed business cases and analysis packs that contributed to over \$15 million in approved investments
- Improved monthly reporting efficiency by 35% with standard templates and data consolidation
- Coordinated governance forums, RAID registers, and action tracking for programs with up to 60 stakeholders

### PROJECTS

#### Enterprise Operating Model Redesign

Jan 2023 – Apr 2024

##### NorthRiver Financial Services

- Redesigned target operating model across 4 functions and 3 regional teams
- Reduced duplicated activity by 28% and increased service capacity without headcount growth
- Introduced governance cadence and KPI ownership, boosting compliance from 83% to 97%

#### Executive Portfolio Reporting Uplift

Feb 2021 – Nov 2021

##### Harbour Mutual Group

- Consolidated reporting across 32 initiatives into single executive view
- Reduced manual reporting effort by 420 hours annually
- Improved risk escalation visibility, reducing red-status remediation times by 19%

### ROLE ALIGNMENT HIGHLIGHTS

- Enterprise transformation leadership with proven track record directing \$12.4 million portfolios across operations, risk, compliance, and technology domains, embedding prioritisation frameworks and delivery transformation
- Deep expertise in agile and lean delivery methodologies with demonstrated capability uplift results including 31% service processing improvements and 27% productivity gains across multi-disciplinary teams
- Executive stakeholder engagement specialist with experience influencing senior leadership through data-driven reporting, reducing executive decision turnaround from 10 days to 3 while maintaining 96% milestone performance
- Governance and operating model design expert proven through enterprise redesign across 4 functions, reducing duplicated activity by 28% while boosting compliance from 83% to 97%

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- PRINCE2 Practitioner (Aug 2021)
- Certified ScrumMaster, Scrum Alliance (May 2020)

## EDUCATION

### **Master of Business Administration** **Southern Coast University**

Feb 2017 – Nov 2019

Completed MBA with distinction; specialised in strategy, operations, and corporate finance

### **Bachelor of Business Information Systems** **Metropolitan State University**

Mar 2008 – Dec 2011

Foundation in business systems, reporting, and technology-enabled process improvement

## CORE SKILLS

### **Core-skills**

Enterprise Transformation Leadership, Agile and Program Management, Operating Model Design, Governance Frameworks, Prioritisation Frameworks, Executive Stakeholder Management, Data-driven Reporting, Capability Uplift, Strategic Planning, Enterprise Portfolio Governance, Business Transformation, Benefits Realisation

### **Tools**

Lean Delivery, Flow-based Delivery Models, Portfolio Management, Data Analytics, Executive Communication, Reporting and Insights, Change Management, Stakeholder Engagement, Vendor Management, Business Intelligence, KPI Design, Commercial Management