
Profile

Motivated, enthusiastic business professional offering successful design and implementation of business and technical solutions to support business strategy for variety of clients.

Goal-driven performer with over eight years of management consulting experience, including strategic alignment of operations and business strategy, project management as well as market research and acquisition profiling.

Energetic, competitive achiever who can inspire and motivate team members, successfully manage multiple priorities, and perform under pressure in a fast-paced environment.

Expertise

Performance Management International Business Mergers & Acquisitions Project Management

Experience

Performance Management & Strategy Maps

Led a series of strategic planning sessions within a NZ branch of an international faith-based non-profit organisation resulting in a strategy map and cascaded performance indicators and initiatives to better align resources with the agency's competitive strengths

Defined a 4-tier performance measurement framework using the Balanced Scorecard methodology, including identifying key performance metrics for order entry, provisioning, billing and collections teams within a leading NZ telco and prototyping the scorecards for rollout across those teams.

Oversaw the initial alignment of the operational performance measurement framework to the client's employee performance management and incentive scheme.

Designed a business intelligence strategy including documenting current and future state reports and reporting environments as well as governance and ownership policies.

Conducted primary research to benchmark client's current state and provide a starting point for future state discussions. Future state design included recommending a solution for the operational and analytical reporting.

International Market Research and Acquisition Profiling

Conducted market research and analysis of South American markets for NZ manufacturer, utilising Portuguese and Spanish skills. Provided key input for the client's global expansion plans.

Developed market studies and company profiles from various industries sources for the purpose of identifying attractive market segments and potential acquisition candidates

Benchmarked clients' attractiveness criteria against prospect data collected from extensive customer and competitor in-depth interviews

Assisted medium and large clients in their domestic and international acquisition initiatives

Project Management and Business Analysis

Led an international project with multiple vendors to develop an updated website for a non-profit based in the USA. Stakeholders were based in the US and the Middle East/North Africa while project was managed from New Zealand

Prepared and presented regular status updates to senior management on all projects, including progress against budget, milestones, issues and risks; a 'no-surprises' approach to project management is a key attribute

Worked closely with the Global Manufacturing senior management team members to develop standard performance measures for over 100 factories across New Zealand

Managed two teams of 5 business analysts for functional requirements gathering, testing and training. Successfully managed the relationship with technical teams over multiple projects

Oversaw the defect and change control process to determine priorities, confirm progress and publish regular reports. Reviewed the security and systems administration documentation to confirm relevance and clarity for end users

Client Relationship Management

Consistently built strong client relationships by proactively communicating status updates and alerting them to any potential delays or problems. Resolved any questions they had concerning my projects.

Managed client expectations for deliverables by regularly meeting with involved parties to review outcomes and address any gaps.

Change Management – Training and Communications

Delivered over 5 major training programmes for end-users and stakeholders.

Developed training manuals, upskilled client team members to build their confidence and ensure they were equipped to deliver training.

Organized and led 15 training sessions around New Zealand, providing technical and functional training for over 100 end users.

Developed and delivered end-to-end communications plans, including formal communications to be included in client internal newspaper, technical communications to end users regarding training sessions. Developed a process for resolving queries following implementation.

History

2010 – present, Strategy Advisor, Capstone Strategic, USA.

2008 – 2010, Board Member, Interserve NZ, New Zealand.

2007 – present, Director, Quadradix, New Zealand.

2004 – 2008, Senior Consultant, BearingPoint, New Zealand.

2002 – 2004, Consultant, BearingPoint (formerly KPMG Consulting), USA.

2001 – 2002, Management Analyst, KPMG Consulting, USA.

1999 – 2001, Research Analyst, Virtual Strategies, USA.

Industries

Telecommunications, High-Tech, Manufacturing (FMCG, AgriTechnology, Contract Manufacturing), Not-for-Profit, Insurance, Local Government, Contract Catering

Education

Master of International Business, *Beta Gamma Sigma*, University of Auckland, New Zealand, 2008

Thesis topic: *Western Female Expatriates in the UAE: An Assessment of Cross-cultural Training Needs*

Publication: *Working in the Middle East: Western female expatriates' experiences in the UAE*, JIHRM, 2011

Post Graduate Diploma, International Business, *with Distinction*, University of Auckland, New Zealand, 2007

Bachelor of Science, *magna cum laude*, Georgetown University, Washington, DC, 2001

Technical Experience

Microsoft Office software: Word, Excel, PowerPoint, Visio, Access

BI tools & skills: SAP SEM/BW, Oracle Discoverer & Portal, MicroStrategy, basic SQL queries

Personal

Fluent English and Portuguese, proficient Spanish, basic French

Travelled to over 30 countries

Enjoy experiencing other cultures and learning different perspectives

Enjoy spending time with friends and family, watching and playing football, and reading