

PROFILE

Possessing a unique combination of **senior leadership experience** incorporating **business improvement, organisational transformation, organisational change management, talent management and recognition in addition to training and consultancy across the IT and HR sectors**, I am adept at creating innovative solutions tailored to business needs in complex and highly pressurised circumstances whilst ensuring high levels of employee engagement and capability.

My **technical expertise in talent management and organisational development** and its practical application ensure that I can align people, systems and processes to produce commercially viable HR strategies to support business outcomes. With a **range of quantifiable, impact delivering achievements, I drive positive change** along with **business as usual HR leadership** in the most challenging of working cultures and organisational transitions.

KEY SKILLS

- ◆ **People focused talent management and organisational development expertise** and experience, leading businesses toward improved performance, staff engagement and sustainable service delivery.
- ◆ **High-level communication and interpersonal skills**, confident in managing internal and external change communication across a broad spectrum of organisational development activity and projects.
- ◆ Experienced in **creating high performing teams** and experienced in ensuring positive outcomes in terms of productivity, performance and return on investment.
- ◆ **Holistic in approach** and capable of complex change management, problem solving and analysis to consistently deliver superior outcomes in collaboration with multiple stakeholders.
- ◆ Outstanding **relationship building skills** across disparate teams, consolidating aims and objectives and encouraging collaborative and consultative working practices via exceptional **negotiation and influencing** capabilities.

CAREER HIGHLIGHTS

- ◆ *Successfully developed European talent management strategy* within Ellis, resulting in 100 roles with succession plans in FY14 (increased from 50 FY13);
- ◆ *Established succession plan for strategic level roles*, improving 'ready for promotion' candidate numbers from 19 to 70;
- ◆ Introduced Leadership team workshops, initially for country leaders the rolled out across region leading to increase in collaboration and significant team perception rating improvements;
- ◆ *Developed 360° appraisal and feedback initiative for executives*, offering feedback and coaching resulting in decrease in executive employee turnover and swifter development of leadership capabilities;
- ◆ *Created EALA Leadership & Development department from scratch* for Ellis, developing consistency and efficiencies through alignment of activity with global strategy and reducing silo working;
- ◆ *Designed and delivered on boarding classes for Ellis Junior Consultants* based in Europe, developing peer support networks, case studies and 'mock client' exercises, resulting in roll out across USA following success of programme;
- ◆ *Created in house two week intensive course for over 120 Consultants across Europe*, offering full project lifecycle understanding alongside technical training leading to increased confidence and capability across organisation.

PROFESSIONAL EXPERIENCE

Director - EALA Talent Management | Ellis | Sep. 2009 to Current

- ◆ Responsible for establishment, development and integration of multiple concurrent talent management and organisational development solutions across 3800 onshore staff within EALA region;
- ◆ Interface with leadership and development organisational activity, designing aligned leadership programs, succession planning, leadership pipelines and performing skills needs analysis;
- ◆ Liaise closely with line managers and functional executives, identifying training needs, performing business analysis and identifying sustainable solutions to business development strategies;
- ◆ Ensure talent management initiatives are culturally sensitive and aligned with existing country requirements;

PROFESSIONAL EXPERIENCE CONTINUED

Director - EALA Talent Management | Ellis | Jun. 2009 to Current

- ◆ Provide coaching and supervision to 300 technical consultancy professionals based across EALA, developing skills and evaluating performance;
- ◆ Provide holistic guidance to country HR directors on running talent and performance reviews within regions;
- ◆ Develop strategic partnerships with stakeholders, negotiating requirements and mediating in conflict situations;
- ◆ Allocate resources and manage departmental budget, forecasting financial requirements and identifying cost effective opportunities for business capability growth;
- ◆ Perform ongoing analysis and evaluation of learning interventions and talent management solutions;
- ◆ Align departmental strategy with global corporate strategic vision, developing business plans to align with organisational transformational change programme.

Director – EALA Leadership & Learning Development | Ellis | Jan. 2008 to Jun. 2010

- ◆ Oversaw development and delivery of technical, management and soft skills training across EALA region, covering sales, leadership, negotiation and customer service capabilities;
- ◆ Performed skills and training needs analysis in collaboration with functional leadership teams;
- ◆ Designed and delivered leadership courses, establishing foundations of talent management programme;
- ◆ Managed significant departmental budget, assigning budget and resources to training courses;
- ◆ Travelled globally, rolling out courses across other regions including the USA.

Capability Director | Ellis | Mar. 2006 to Jan. 2008

- ◆ Responsible for Technical Consultant career management, establishing role responsibilities, assigning resources to projects, recruiting, developing and retaining talent through appropriate capability uplift and support;
- ◆ Managed complex communication and interaction between multiple departments to ensure appropriate allocation of resources and improved efficiency and effectiveness across projects;
- ◆ Ensured high levels of profitability through appropriate utilisation, cost management and performance of consultants;
- ◆ Created and monitored individual career progression and development plans, providing feedback and guidance to consultants to maximise capability;
- ◆ Managed retention and reward initiatives to ensure creation of solid pipeline of consultant talent;
- ◆ Collaborated with global leadership team in creating asset sharing and utilisation culture;
- ◆ Negotiated and implemented externally provided training programs to ensure all training needs were met.

EARLIER CAREER HISTORY

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| • Business Operations Manager Jones UK | 2003 to 2006 |
| • Consulting & Integration Services Manager Jones Europe | 2001 to 2003 |
| • Technical Sales Manager & Marketing Manager – South Africa Jones | 1999 to 2001 |
| • IT Specialist Jones | 1998 to 1999 |

EDUCATION & TRAINING

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| • Social Styles TRACOM | 2014 |
| • Human Capital Strategist HCI | 2013 |
| • MBTI Step II OPP | 2010 |
| • Situational Leadership The Centre for Leadership Studies | 2009 |
| • MBA Strategic Management & International Enterprise University of Melbourne | 2005 |
| • Professional Diploma in Management University of Melbourne | 1999 |

References available upon request.