
Lead Solutions Architect

20+ years' success leading IT innovation for high-growth organisations

Accomplished Solutions Architect and IT leader with repeated success guiding business strategy with established and emerging technologies to achieve maximum operational impacts with minimum resource expenditures. Talent for delivering programs involving enterprise architecture, analysis, and project management in the Government, Manufacturing, and Mining sectors. Analytical, highly adaptable professional with extensive experience developing, deploying and evaluating several large-scale core systems aimed at improving quality and efficiency.

Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Expert presenter, negotiator, and businessperson; able to forge solid relationships with strategic partners and build consensus across multiple organizational levels.

Highlights of Expertise

- Enterprise / Solution Architecture
- Full Life Cycle Project Management
- Strategic Infrastructure Planning
- Client Relationship Management
- Requirements Gathering / Analysis
- Technology-driven Businesses
- Software Development / Implementation
- Team Leadership & Motivation
- Microsoft Dynamics 365 Certifications
- Cloud Hosted IT Solutions

Career Experience

Meat & Livestock Australia, Brisbane, QLD / Sydney, NSW

Turn around organisation wide under utilisation of existing Dynamics CRM solution through the design, delivery and implementation of strategic roadmap.

CRM Manager (Dec 2018 to Present)

Manage MLA's CRM and lead the design and delivery of CRM strategies across the company that maximise stakeholder engagement and enable tailored communication. Responsible for delivering a Single View of Customer across the business.

- Delivered a three year strategic roadmap which will leverage Dynamics 365 and the Microsoft Power Platform to deliver organisation wide single view of the customer.

Dynamic Applications | Wipro / Arrow Energy, Brisbane, QLD

Representing Wipro for ensuring the successful delivery of a business transformation solution and leading an independent consultancy operation for providing expert Dynamics 365 services to major clients.

FUNCTIONAL LEAD – DYNAMICS 365 CONSULTANT (Mar 2018 to Oct 2018)

Direct business analysis, functional design, and engage all levels of client stakeholders to ensure the delivered solution achieves a perfect fit. Lead the Wipro off-shore team in the functional specification, design, and testing of the solution.

- Conceptualized and re-engineered legacy land access business process design to enable ramp-up of a multi-billion dollar 27-year Coal Seam Gas Construction and Delivery Project bringing LNG gas to the Queensland domestic and export markets.

Dynamics Group, Brisbane, QLD

Oversaw design, development, and implementation of Microsoft Dynamics 365 solutions.

LEAD SOLUTIONS ARCHITECT (Jul 2017 to Mar 2018)

Held bottom-line accountability for steering the vision, strategy, and principles of cutting-edge solutions on behalf of the Dynamics Group team, customers, industry analysts, and throughout my peer group. Gathered requirements and directed the design team by defining project guidelines. Interfaced with clients to demonstrate solutions, address concerns, and provide updates.

- Successfully delivered a proof-of-concept 'Microsoft Dynamics 365 for Field Services' solution spanning opportunity to order and order to cash, demonstrating the potential for radical transformation of an international waste services business by effectively co-ordinating around 400 users and 1,000 vehicles performing daily waste services.
- Subsequently designed and delivered a green-field Microsoft Dynamics 365 for Sales opportunity management solution to an international waste services business, facilitating massive process improvement in company-wide sales through unique insights gained from sales data.

Empired Ltd, Brisbane, QLD

Held responsibility for analysing, designing, building, and implementing highly productive software solutions leveraging the Dynamics 365 platform.

SOLUTIONS ARCHITECT (Jun 2016 to Jul 2017)

Led the design, development, and delivery of highly sophisticated and performance oriented web-based applications using Dynamics CRM and other Microsoft technologies. Gathered requirements and defined specifications for the software development team. Ensured implementation of architecture and infrastructure in compliance with client agreement. Guided and oversaw team members in addition to resolving technical issues and bottlenecks.

- Successfully delivered a cloud hosted marketing insights and intelligence solution aimed at aiding comprehension, segmentation, and engagement for over 1.5 million patrons for a renowned performing arts centre.
- Developed proof-of-concept for Project Services Automation solution for Microsoft partner covering full project delivery cycle from sales to delivery and billing.
- Spearheaded the design, development, and implementation of a new Microsoft Dynamics 365 online media and trade engagement solution for an Australian state government tourism and events agency.
- Deployed an organization-wide Microsoft Dynamics CRM online solution to manage memberships, marketing, customer service, and donations to transform the business operations of one of Australia's largest museum networks.

NEC Australia, Brisbane, QLD

Oversaw the design, scope, pricing, consultation, and development on key projects for high-value business clients across Australia.

PRE-SALES ARCHITECT (May 2015 to May 2016)

Fostered a trust-based advisor relationship with key enterprise and government clients for developing sound technology strategies. Interfaced both internally and externally with the clients' senior teams and provided critical perspective and guidance on solutions, outsourcing strategy, investments and innovation. Collaborated with account managers as well as national pre-sales and bid office teams in order to present outstanding technical solutions and designs to the existing and potential high-value client base. Conducted technical customer workshops, defined scope, led estimation, and risk management.

- Directed the successful delivery of several state and federal government tender responses for high value clients worth a total estimated revenue of over \$15 Million in 6 months.
- Secured a local government business solutions integration contract valued at \$1M for the first year, with extensions of \$5M+ over next three years.

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SOLUTIONS ARCHITECT (Mar 2011 to Apr 2015)

Led the development of software-driven business solutions, in addition to spearheading the role of a Lead Solutions Architect. Gathered business requirements, defined product roadmap, and utilised key technologies such as MS Dynamics. Administered every stage of the project lifecycle including scoping workshops, technical design, development, and customization. Collaborated with and supervised other developers for ensuring the delivery of robust solutions guaranteed to enhance client productivity.

- Led the successful delivery of a stakeholder relationship management solution designed to govern and mitigate risk to a US\$18.5 billion project for an Australian mining client.
- Designed, developed, and implemented an innovative Microsoft Dynamics customer relationship management (CRM) solution for one of Australia's largest superannuation investment houses.
- Architected and engineered a highly resilient Microsoft Azure cloud-hosted development and testing environment for NEC Australia's IT business solutions team.
- Facilitated the enhancement of Microsoft Dynamics solutions for over 30 enterprise, government, and small business clients.

Additional Experience

IT Team Leader (2009 to 2011) ▪ Lifeline Community Care, Brisbane, QLD

IT Infrastructure Team Leader (2008 to 2009) ▪ Mylan Pharmaceuticals, Brisbane, QLD

Senior IT Infrastructure Analyst (2006 to 2008) ▪ Alphapharm, Brisbane, QLD

SAP IT Infrastructure Analyst (2006) ▪ GlaxoSmithKline, Melbourne, VIC

Business Analyst (2005 to 2006) ▪ GlaxoSmithKline, Melbourne, VIC

Project Manager (2004) ▪ GlaxoSmithKline, Melbourne, VIC

PC Support Specialist (2003 to 2004) ▪ GlaxoSmithKline, Melbourne, VIC

Help Desk Team Leader (2000 to 2002) ▪ John Deere Ltd, Brisbane, QLD

Customer Service Consultant (2000) ▪ Golden Casket Lotteries, Brisbane, QLD

Help Desk Agent (1999) ▪ Hewlett Packard Outsourcing, Melbourne, VIC

Senior Technical Officer (1985 to 1998) ▪ Telstra, Melbourne, VIC

Education & Credentials

Box Hill Institute, VIC, Australia

DIPLOMA IN ELECTRICAL AND ELECTRONICS ENGINEERING

Professional Development: Telecommunications Technician Apprenticeship – Telstra Learning

Technical Proficiencies:

- Agile, Scrum, Kanban, Lean & DevOps
- Microsoft Azure, Dynamics 365, Office 365, Power BI, SharePoint
- Customer Engagement, Sales, Marketing, Field Services and Project Service Automation
- Azure Logic Apps, Functions, Data Factory, App Services, Resource Manager Templates
- Data Integration, Migration & Quality
- SSIS, SSRS, SSAS
- Visual Studio, Team Services, Git
- Microsoft Windows Server, SQL Server, Active Directory
- C#, .NET, JavaScript, HTML, CSS, PowerShell
- Web Services, REST, OData
- Prince2, TOGAF, ArchiMate, CMMI
- Linux, Python, IoT, MQTT, Nginx

Affiliations:

- ACS Associate (Australian Computer Society)
- ISPE (International Society of Pharmaceutical Engineering)

Certifications:

- Microsoft Certified Systems Expert: Business Applications (Dynamics 365 Customer Engagement)
- Microsoft Dynamics 365 for Field Service
- Microsoft Certified Solutions Associate: Dynamics 365
- Microsoft Dynamics 365 Customization and Configuration
- Microsoft Dynamics 365 Customer Engagement Online Deployment
- MPN 2215: Intelligent Systems for Technical
- MB5 705: Managing Microsoft Dynamics Implementations
- ITIL (Information Technology Infrastructure Library) V3 Foundation Certificate