

**CAREER SUMMARY**

A well regarded senior operations manager with extensive financial services experience across a wide range of functional specialisations including: leading large scale operational business units, relationship management, project management and execution, risk management, strategy development, facility management and corporate services, business continuity and incident management, call centre operations and stakeholder relations. Well versed in establishing and leading high performing teams in a highly regulated and fast changing environment. A flexible decision-maker with excellent analytical, communication and relationship management skills. Resourceful person, who possesses a dynamic learning agility, is highly motivated by being in a position to lead change and achieve results. Experienced in a variety of business and service tasks with the ability to solve problems quickly and effectively.

**Key Capabilities:**

- Unwavering determination to deliver desired outcome / objective
- Well versed in building and managing strong working relationships internally and externally
- Negotiating and influencing to realise desired result
- Strong people leader – ability to engage and motivate teams
- Ability to interact across all levels of the business

**TECHNICAL & PROFESSIONAL STRENGTHS**

**Technical:**

- Financial Services management proficiency incorporating broad understanding in:
  - Administration
  - Business Protection
  - Call Centre and Genesys Workforce Planning
  - Managed Funds Trading
  - Corporate Services
  - Underwriting
  - Claims Assessments
- Product and system expertise incorporating significant knowledge in:
  - Wealth Management
  - Superannuation
  - Group Life
  - Retail Insurance
  - Pension & Annuities

**Professional:**

- Operations Management
- Project Management
- Incident Management and Business Continuity Planning
- Strategic Planning and Execution
- Risk Management
- Relationship Building
- Team Performance Optimisation
- Corporate Services
- Budgeting and Cash Flow Reporting
- Workflow Management
- Business Analysis

**PROFESSIONAL EXPERIENCE SUMMARY**

<b><u>Position</u></b>	<b><u>Business Unit, Organisation</u></b>	<b><u>Timeframe</u></b>
Client Relationship Manager	Link Group	Apr 2017 – current
Senior Operations Relationship Manager	Operations, Hostplus	Aug 2013 – Apr 2017
Project Manager	PMO, Catholic Church Insurance	Jan 2012 – May 2013
Project Lead, Change & Transition	Risk & Compliance, MLC & NAB Wealth	Apr 2010 – Apr 2011
Business Protection & Corporate Services Manager	Shared Services, Aviva	Jul 2008 – Apr 2010
Operations Manager (various)	Operations, Aviva	Nov 2004 – Jul 2008
Client Relationship Manager, AGEST	Service Delivery, Superpartners	Dec 2002 – Oct 2004
Administration Manager, HOST-PLUS	Service Delivery, Superpartners	Mar 2001 – Dec 2002