



# S U S A N

# A B I S H A R A

## EXECUTIVE TECH & DELIVERY LEADER

### AUTHOR



A thought provoking book on how to transform businesses using digital first detailing my proven delivery method for consistent results

100% profits to charity

### FOUNDER



Proud founder of [www.instagram.com/Seeswomenoftech](http://www.instagram.com/Seeswomenoftech)

Championing Gender diversity In technology

### COMPANIES

Financial Sector - 15yrs



Telecommunications - 8yrs



Marketplaces - 6yrs



Mail - 2yrs Energy - 1yr



### PROFESSIONAL PROFILE

With three decades of expertise as a Technology Leader, I bring a wealth of 'hands on' experience in driving transformational portfolios, programs and initiatives. I translate strategic plans into action and simplify processes for quick results. I am highly skilled in managing a balanced 'change' portfolio mix across a range of different specialties (customer, data, cyber, software/devops, ALM, ERP).

I started my career as a software engineer, so I have technical capability to understand tech complexities whilst communicating simply for stakeholders.

I am a senior executive leader and strategic thinker with strong commercial acumen who understands the power of leveraging outsource providers and how to optimize cost with off-shore opportunities. I have the ability and passion to motivate people and build high performance teams that deliver organizational results

### WORK EXPERIENCE

#### Head of Transformation and Delivery [Current]

FROMHEREON/Melbourne | Jul 2022 - To Date

Mgt consultancy in IT strategy, op model design, change/delivery and IT arch.

##### Achievements:

- Comm Bank - Redesigned operating & delivery model for business banking
- Uni of Adelaide - Op Model for student centricity cross functional delivery
- Hunter Water - Mobilized transformation agenda at pace with value streams
- MLC - Optimized & uplifted transformation to re-align to strategy /outcomes
- Auspost - Delivery and Governance Blueprint defined, mobilized, activated
- Launched new line of business, Transformation/Delivery \$2M /60% Margin

#### Head of Digital Project Delivery [Business Sold]

Ausnet/Melbourne | Jul 2021 - Jun 2022

Responsible for \$100M Project Portfolio and line management for 100 FTE

##### Achievements:

- Salesforce implementation - 360 view of customer in under 10 weeks
- IT TCO optimization - Outsource/OffShore Model for 30% Cost Reduction
- Project delivery optimization - Reduced time to market and introduced WoW
- Increased CSAT/Stakeholder engagement scores from <2 to >4
- PMO and Governance Enablement across all technology domain

#### Head of Nationwide Delivery [Contract]

Arq Group/ FROMHEREON Melbourne | Jul 2020 - Jul 2021

Consultancy specializing in delivery for data, digital, cloud, cyber

Responsible for 200 clients and projects and line manager for BA/PMs

- Westpac NZ - Service & Execution Predictability -80 squads/10 products

# SUSAN

## ABISHARA

EXECUTIVE TECH & DELIVERY LEADER

### EDUCATION

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- ✓2016 SAFe 4.0
- ✓2005 SCRUM MASTER[Ken Schwaber]
- ✓2004 PMP/PMI
- ✓1997 B.Sc Comp Science (2.1 Hons)
- ✓1993 Cert in Computer Programming

### KEY SKILLS

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- ✓P&L & Budgetary Experience
- ✓Innovation and Performance
- ✓Happy teams
- ✓Strategy and Execution
- ✓Team Leadership
- ✓Operational Efficiency
- ✓Portfolio and Project Mgt
- ✓Lean Governance/PMO

### INTERESTS

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- ✓Advisory Board Member - Nimble
- ✓Mentoring
- ✓Diversity in Tech
- ✓Stepping outside of comfort zone
- ✓Storytelling [written and verbal]
- ✓Long distance running
- ✓Community volunteering

### WORK EXPERIENCE

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(Continued)

#### Head of Project Portfolio [Vol. Redundancy]

ANZ Bank /Melbourne | Jul 2018 - Jul 2020

Responsible for all agile performance leads, scrum masters, coaches  
Responsible for all vendors, contracts, operational service mgt

#### Achievements

- Op Model - 20% reduction in cost to serve by changing vendor mix
- 30% uplift in speed to market from reducing delivery dependency
- CRM and ERP set up and integration for digital first bank
- Platform

#### Digital Portfolio Director[Contract]

Arq Group Melbourne | May 2018 - July 2018

#### Achievements

- Suncorp - Project Rescue Successfully turned Code Red to Green

#### Project and Operations Director[Business Sold]

HTC/Melbourne | Dec 2010-Apr 2018

Responsible for 80 product SKUs [Smartphones, accessories, virtual reality and software] across 7 B2B customers in Aus/NZ

Responsible for full supply chain E2E from factory to in store

#### Achievements:

- P&L Outperformed other regions globally ANZ no.2
- Acting MD/Country Head QoQ on target revenue >\$50M
- Optimized supply chain with retail/factory lead/lag indicators

#### Biometrics Delivery Lead[Contract]

Auspost-Daon/Melbourne | Apr 2009 - Dec 2010

Responsibilities: Build and roll out of multimodal biometrics into retail nationwide [ 3000 post offices].

#### Chief Technology Officer[Contract]

Messagemedia/Melbourne | Sept 2008 - May 2009

#### Head of Digital Delivery[Contract]

Insuranceline-TAL/Melbourne | Apr 2007 - Apr 2008

#### Digital Delivery Manager[Contract]

Totaljobsgroup/London | Nov 2004 - Jul 2006

#### Digital Project Services Manager[2IC to CIO]

www.seek.com.au/Melbourne | Jul 2000 - Jul 2004

#### European Y2K Project Manager

Credit Suisse/London | 1998 - 2000

#### Debt Derivatives Developer Team Lead

Citibank/London | 1995 - 1998

#### Software Developer

Hibernian Insurance/Dublin | 1992 - 1995