



# S U S A N

# A B I S H A R A

EXECUTIVE GM / DIGITAL LEADER

## AUTHOR

SUSAN ABISHARA



A thought provoking book on how to transform businesses detailing my proven 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

30 years' experience across technology, enterprise agility, strategic execution, and operations. A senior executive leader with strong commercial acumen. A strategic thinker with the ability and passion to motivate people and build high performance teams that deliver organizational results balancing short term wins against long term gains.

Leveraging my extensive digital and technology background to transform organizations utilizing innovation and market leading technology reducing cost to serve and increasing speed to market enabling organizations to win in the most competitive markets. A global leading thought leader, best selling author, and a sought-after speaker at conferences internationally [www.sabishara.com]

## WORK EXPERIENCE

### Global Transformation Lead / Partner level

FROMHEREON/Melbourne | Jul 2022 - To Date

(Boutique mgt consultancy in strategy, transformation and architecture)

Achievements: Launched new revenue stream, Business Transformation with \$800K+ revenue <6mths

Accounts: Top 4 Banks, Group of 8 Universities, Utilities

### Head of Digital Delivery

Ausnet/Melbourne | Jul 2021 - Jun 2022

Responsibilities: \$100M, 200 FTE Digital Change Portfolio

Achievements: Transformed an under-performing team. Uplifted CSAT from <3 to 4+. Reduced time to market from 18m to 3mths

### Head of Nationwide Delivery

Arq Group/ FROMHEREON Melbourne | Jul 2020 - Jul 2021

Responsibilities: Transforming strategic execution across 60 accounts.

Achievements: Westpac NZ - Execution Predictability 30% - 80% 400 FTE

### Head of Portfolio [Agility, Speed, Operations]

ANZ Bank /Melbourne | Jul 2018 - Jul 2020

Responsibilities: Portfolio and Governance Lead for 9 Value Streams

Budget Mgt of \$100m-\$300M annually and agile op model for 600 FTE

Board Reporting, Vendor and Contract Mgt. Achievements: Transformational Op Model - 20% reduction in cost to serve by changing vendor resource mix model 30% uplift in speed to market from reducing dependency model

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### EDUCATION

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

### KEY SKILLS

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- ✓P&L Revenue \$100-\$400M
- ✓Budgetary Experience +\$200M
- ✓Innovation and Performance
- ✓Happy teams
- ✓Strategy and Execution
- ✓Team Leadership 25-600+FTE
- ✓Transformation

### 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)

#### Digital Portfolio Director

Arg Group Melbourne | May 2018 - July 2018

Responsibilities: \$40M MSOW Program Delivery and PMO for 140  
Achievements: Put back on track and under-performing transformation Top 4 bank large scale initiative within 16 weeks

#### Acting Country Head/ Portfolio and Operations Director

HTC/Melbourne | Dec 2010-Apr 2018

Responsibilities: Strategy, finance, marketing, ops, supply chain, legals and commercials, technology for phones/telecommunications. P&L accountability for virtual reality domain/emerging markets  
Achievements: P&L Outperformed other regions globally ANZ no.2 Acting MD/Country Head QoQ on target revenue >\$50M

#### Biometrics Delivery Lead

Auspost-Daon/Melbourne | Apr 2009 - Dec 2010

Responsibilities: Build and roll out of multimodal biometrics into retail nationwide [ 3000 post offices].  
Achievements: Introduce new revenue stream and transforming op models with digital identity service. Significant speed to market reductions 3yrs to 9months into post offices

#### Chief Technology Officer

Messagemedia/Melbourne | Sept 2008 - May 2009

#### Head of Digital Delivery

Insuranceline-TAL/Melbourne | Apr 2007 - Apr 2008

#### Digital Delivery Manager

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