



Experience – Program Manager and Manager PMO:

- 27 years in the project management profession in the Finance and Telecommunications industries and in the ICT and business areas
- Gordon has a strong delivery focus supported by success at the project, program and portfolio management levels of the profession in all these industry areas
- An experienced Program Management Office leader responsible for both the delivery success and the strategy on how to deliver formulating systems to raise the maturity of the staff and the organisation to increase the likelihood of successful project outcomes
- Working in both the ICT and Business areas, Gordon is able to bridge the communications gap between them and create a smooth interface for communications with a strong customer focus

Qualifications:

- Core and Master Coaching
- Project Management Professional (PMP) from PMI
- Prince2 Project Management Foundation Level
- Westpac Project Management Development Program
- Strategic Selling
- Bachelor of Science (Ed), University of NSW

Key Areas of Proficiency:

- Building, motivating and leading teams for large, complex programs and projects and portfolios of programs and projects
- Project specification and management including delivery of complex programs and troubled project rescue.
- Establish and manage project and program offices including project management methodology creation and tuning.
- Stakeholder and vendor management.
- Extensive experience in ICT infrastructure and implementation projects.
- Quality Assurance auditing and reporting, systems and services procurement specifications.
- ICT governance and contracts.
- Volunteer Leader, Coach and Mentor - President of the PMI Sydney Chapter for 2003, 2004 and 2005 working with a Board of volunteers to further the Project Management Profession and provide benefits for its members (1,300 members and expanding) and Immediate Past President of the PMI Sydney Chapter for 2006-7. Component Mentor Region 10 (Australian and NZ Chapters) for PMI for 2007-9 (three year tenure) supporting, mentoring and coaching chapter leaders.

Assignments and Achievements

Westpac:

- Delivered original Westpac Service Centres and Telephone Banking in QLD, NSW, Victoria and Tasmania IT capability and then relocated 24/7 Telephone Banking Centre in Sydney without interruption to customer services
- Upgraded 1044 Branches from individual PCs to networked configuration including network and server installation, PC upgrade and/or installation, staff training and processes, managing parallel networks project, implementation vendor and stakeholder communications (total \$15m-\$20m)
- Westpac liaison with outsourced vendor for upgrade of Branch platform (BSP) to all branches including ICT and properties reconfigurations
- Manage IT implementation of single level, 1200 person suburban service centre from multiple city locations (build & relocation)
- Rollout new Business Banking platform (BBSOP) to all business banking staff across Australia
- Create and manage IT project delivery group (MRP) – first instance of an IT PMO in Westpac with delivery responsibilities - with a portfolio of \$50m-\$100m and 30+ staff and contractors

IBM:

- Managed MRP group across to IBM (100% transition)
- Restored customer satisfaction to contract required levels for portfolio of projects/programs for IBM for designated areas of Westpac (80-160 projects)
- Program manager for successful IT transition of AGC to GE Finance after sale by Westpac

CBA:

- Successfully established proposal process between CBA and EDS to resolve critical bank project 'start-up' issues (stalling)

Optus:

- Built successful Program Management Office in Optus Business responsible for \$20m-\$50m OB projects each year
- Established a long term roadmap for the PMO to increase the level of Project management maturity in OB (maturity is directly related to project success rate)
- Organised collaboration between PMOs in each area of Optus (OB, SMB, Consumer, IT and Networks) to standardise methodologies, reduce duplication, share best practices and increase consistency between the areas to increase project communications and delivery success
- Managed Program Office (at the same time as the PMO) for the OB Transformation Program which reorganised OBs
- Managed program in SMB to implement OB project management strengths to increase their project success, reduce staff burn-out and organise their portfolio of projects to align with the SMB and Optus strategic direction

PMI:

- Built successful chapter in Sydney – strong growth, good customer focus and benefits and strategic direction and plan aligned with PMI's strategic plan.
- Created and cultivated APC (Committee of Australian Chapter presidents) as a nationally focussed body
- Currently Component Mentor for the 7 Chapters in Australia and New Zealand to coach and mentor the chapter leaders due to the high volunteer turnover
- PMI is a global institute with over 250 chapters in over 150 countries, over 300,000 members and an annual budget of in excess of \$130m for 2009