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CAREER SUMMARY

A goal-driven Project Professional with 14 years experience within technology operations and project management offices across two major Australian banks, the 2nd largest supermarket chain in Australia and the IT service provider for the Sarawak state government. Experience encompasses documentation of business system requirements, identifying potential business issues, developing solutions to effectively address business issues and implementation of organisational process improvement and management of workforce. Strengths include building collaborative relationships with key stakeholders and Project Managers to drive results and manage expectations, delivery of quality project requirements within timelines and driving process improvements.

QUALIFICATIONS

Customer Experience Excellence Certificate <i>Managing CX/ClearAction</i>	2021
Customer Centric Culture Foundation and Certification Program <i>MarketCulture Academy</i>	2021
The Open Group Certified: TOGAF® Standard, Version 9.2 <i>The Open Group</i>	2021
Bachelor of Information Systems <i>Swinburne University of Technology, Melbourne Australia</i>	2008
Certificate IV of Technology <i>Chisholm TAFE, Melbourne Australia</i>	2002

SKILLS AND ATTRIBUTES

- Progressive skills and knowledge, extending to coordination of project management governance and team management
- Problem solving skills applied to provide proper resolutions tailored to project requirements
- Strong organisational and prioritisation skills; able to successfully complete simultaneous challenges with competing priorities
- Facilitating requirement workshops with stakeholders in order to obtain requirements
- Demonstrates leadership and supervisory skills; capable of creating a positive work atmosphere
- Strong interpersonal and liaison skills; builds beneficial working relationships across all levels of management

CAREER HISTORY

Position Title: Project Manager

Rainforest Life

May 2021 - Current

Key Responsibilities:

- Ensuring Account Migrations for acquired brands/businesses are executed and maintaining stakeholder expectations

- Working with internal and external stakeholders to review and finalise reconciliation payments required as part of brands/business acquired
- Reporting on performance and status of projects, whilst highlighting risk/issues that require attention/mitigation

Key Accomplishments:

- Established SOPs for the management of reconciliation payments for acquired brands/businesses
- Developed formalised timeline/project plans for clearer communication on the status of each project undertaken
- Managed the establishment of the company's presence on Walmart.com; including listing products, sending in stock (both from US and China), optimising the listings and developing SOPs for management of this channel
- Set up of a Wholesale account in the EU on Amazon, that allows brand managers to sell in the EU with lower barriers of entry. Work required managing the process of obtaining VAT in UK, Germany, France, Spain and Italy

Position Title: IT Consultant

SAINS - Research & Consulting Services

Aug 2019 - Apr 2021

Key Responsibilities:

- Provision of strategic consulting services to state government agencies
- Understanding business needs for the successful delivery of new practices and technologies.
- Benchmarking best practice against existing practices and developing strategies to implementation
- Relationship management at C-suite and senior management levels both internal and external to the organisation

Key Accomplishments:

- Developed high level proposal of timesheet tool with accompanying processes, procedures and cultural change required to implement
- Contributed to the study of implementing an electronic records management system for the Sarawak State Civil Service, including strategic roadmap and high level architectural considerations
- Contributed to the study for the delivery of an e-Procurement system to be deployed across Sarawak State Civil Service, including high level architectural considerations
- Produced a business development proposal to expand the business opportunities for a local e-Wallet provider that would create an eco-system of services

Position Title: Project Coordinator

Coles Supermarket - Store Development

Apr 2017 - Dec 2018

Key Responsibilities:

- Delivery of small projects/business initiatives that support new innovation or ways of working for stores in the Coles network
- Maintenance of data used in reporting of operating status of stores undergoing a renovations with the purpose of identifying issues impacting sales
- Maintaining and enhancing the project tracker for Store Development to ensure projects are landing milestones correctly and allowing for early identification of potential issues that may impact timelines

Key Accomplishments:

- Development of reporting that tracked sales performance, customer dissatisfaction and key operational data for stores undergoing a renovation
- Development of project tracker that reported on the status, phase and resources allocated to Store Development projects

- Successfully implemented a trial of the Electronic Shelf Edge Labeling that required close stakeholder management to ensure this was landed within a store with no impact to store operations and sales
- Managed a large project that required updating a range of products and the way in which these were positioned across ~800 stores in the Coles network

Position Title: Project Coordinator FATCA and CRS

National Australia Bank – Project Analysis Capability

Jul 2015 – Feb 2017

Key Responsibilities:

- Support delivery of multiple projects at a time and prioritisation of project tasks
- Sole responsibility for maintaining frameworks including risks, issues and documentation across Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standards (CRS) programs whilst ensuring guidelines of project management methodologies were maintained
- Maintaining resource forecasts and costs to ensure budget allocations were in line across the programs
- Responsible for the review and payment of third party invoices and confirmation that billing matched effort

Key Accomplishments:

- Successful engagement of 43 Stakeholders in multiple regions to approve risk acceptance for a pivotal change under compressed timelines
- Improved the way in which non-project resources were reimbursed, resulting in deadlines being met early
- Identified ~10 process improvement opportunities for FATCA and CRS program with a potential saving of ~5 hours a month and reduced data errors

Position Title: Specialist

ANZ Bank – Infrastructure Build Services

Aug 2012 – Jun 2015

Key Responsibilities:

- Devising, implementing and maintaining a workflow tool within SharePoint that tracked resourcing allocated to a new Managed Service Operating Model
- Management reporting encompassing:
 - SLA agreements between Infrastructure Build Services and the third party service provider
 - Forecasting expected charges from a third party service provider to Infrastructure team
 - Accurate charges back to projects for work performed by the Infrastructure team
- Managed queries from Project Managers for services provided and associated project billing

Key Accomplishments:

- Gathered business requirements used to develop a workflow tool that was key to managing work between ANZ and a third party service provider as part of a new Managed Service Operating Model
- Developed improvements to the workflow tool to reduce errors and provide efficiencies in delivery of work requested under the Managed Service Operating model
- Created a disaster recovery plan to ensure ANZ meets its requirement for full work flow data and service restoration

Position Title: Technology Workforce Manager

ANZ Bank– Technology Business Services

Sep 2010 – Aug 2012

Key Responsibilities:

- Managed the resource allocations of 769 staff across the Testing and Infrastructure project delivery teams based on current and future project demands
- Engagement point for Project Managers, stakeholders and project requests for resourcing and resolving any conflicts

- Identified and ensured incorrect resource requests were received by correct teams for allocation, reducing impacts to project timelines and costs

Key Accomplishments:

- Rolled out a standardised Resource Management process across 8 Technology Workforce Management teams
- Worked with stakeholders and team leaders to facilitate the re-prioritisation of project allocations to meet higher priority/urgent requests
- Maintained relationships with Senior Management and Team Leads to ensure prompt responses and favourable outcomes were achieved for projects

Position Title: Technology Business Analyst

Jul 2009 – Aug 2010

ANZ Bank – Technology Australia Division

Key Responsibilities:

- Facilitated workshops with various levels of stakeholders to gather project requirements
- Authored documents that accurately captured the business system requirements
- Authored high level and detailed process maps that would correctly articulate existing and future processes for use in project deliverables

Key Accomplishments:

- Redesigned multiple processes that provided a simplified form for ANZ customers to open multiple transaction banking products, removing the need to fill in multiple forms
- Gathered requirements and documented processes, training and risk management required to off-shore roles from Melbourne, Australia to Bengaluru, India
- Developed the initial process that enabled reimbursement of incorrectly overdraft fees charged to customers under the Overdraft Compliance Project (ODCP)