Business & IT Consultant – Trevor Burdon

A senior business consultant, Trevor has a passion for enabling and growing business. He enjoys the challenge of setting strategic direction, building relationships, providing guidance and process structure, improving operational efficiencies and ultimately ensuring customers are happy with their service. He has managed change and technology delivery projects and has an extensive technical background. He is an expert with office applications, and in embedding efficient work practices. Trevor's communication skills are highly developed. He is a pragmatic and effective consultant, project manager or senior manager.

Employment Summary

2015 **Terra Firma**

2012 Phoenix Consulting

2007 Adecco - Ajilon Australia

2006 Wine-Logo, Owner

2004 Telstra, Account Executive Tas Government

2002 Stratech Australasia, Business Head

1998 SMS, Senior Consultant

1997 SoftGen Aust, Sales Manager Borland Channel

1995 Pacific Dynamics, Sales & Service Manager

1994 Launceston City Council, GIS Analyst

1980 Education Dept Tas, Advanced Skills Teacher, Computing, Mathematics, Physics

Education, Training & Affiliations

Education: Grad Dip AICD; Grad Dip App Computing; Grad Dip Education; BSc (Maths)

Affiliations: Australian Institute Company Directors
Australian Computer Society

Training: **itSMF:** ITIL V3 Foundation
PMI Melbourne: PMP
ACS: ISO 38500 IT Governance
APM Group: Prince2 Practitioner
Ajilon: SAP Environmental Compliance
Swinburne: Carbon Accounting
Telstra: Technology Delivery Process, Integral (SAP) Project Accounting, Enterprise Program Management, BTS Business Acumen, Targeted Account Sales Planning, Account Management Planning
Access 360: enRole Admin Install Configure
Thomsett International: Advanced PM
Datamatic: Novell Certified Network Admin

Industry & Technology Summary

Industry: Education, Finance, Government, Health, ICT, Professional Services, Scientific, Utilities

Software: SAP ECM, SAP Project Accounting, Clarity, MS Office, MS Project, Process Mapping Tools, Accounting / Asset / Inventory Systems, Dataflex / Delphi / Labview IDEs, Genamap / MapInfo GISs, SQRibe / Crystal Reports, Joomla! / Xoops LAMP Web CMSs, Siebel / Maximizer / Salesforce Sales CRMs, CSC SAS Super Admin, Web Development Tools, Digital Publishing Tools

Work Experience Highlights

Terra Firma – nbn HFC IT Launch PjM (Inception Phase): Representative on HFC Program, Plan B outsource tender team, Financial Year and Integrated Release prioritisations. Captured and mapped IT program dependencies, intervening directly in emerging network, testing, service delivery partner and retail service provider issues..

Phoenix – Telstra IP Express – Snr Project Manager: Established and led the Integrated Program to expedite the provisioning of IP services for TEG and TB. It comprised of 21 projects each impacting up to 13 BUs and 2000 staff in the delivery chain. Managed 7 leads delivering tactical process and strategic system improvements. Budget $4.5M.

Ajilon – Telstra Network Engineering – Project Manager: Led the 1Number Project to transform the primary IVR taking volumes from 36 to 45M calls pa. Replaced the Privacy IVR. 4 suppliers, 14 stream leads, $6M pa benefits, ~$2M costs.

Ajilon - Spotless / Ajilon – Consultant / Bid Manager: Assessed current business processes for the client. Then managed an Ajilon-led 5-member consortium bid for a new ERP system. (>>$20M). The proposal (815 pp.) had ~20 contributors and was delivered to a very tight deadline.

Ajilon - Telstra Consumer Business Performance Program Office – Portfolio Manager/ Project Manager: Managed business and technical projects across inbound call centres in the Working Smarter Program. Over 2 years delivered $95M audited benefits for <$10M.

Wine-Logo: Built product IP and CMS to support market development and future commercialisation.

Telstra Country Wide (Tas) – AE (Govt): Account managed the Antarctic Division, Economic Dev, Health & Human Services, Justice, Motor Accidents Insurance Board, Port Arthur Auth., Printing Auth., Retirement Benefits Fund, Electoral Commission and Fire Services. Tripled portfolio sales, held shared revenue (>$30M), led the WOG Mobile bid ($8M) & an eHealth Centre of Excellence initiative ($6M).

Stratech Australasia: Subsidiary start-up of Stratech Systems (SG). Secured alliances with Alstom, APC, ERG, OnQ, Think, Transfield. Bid for Western Sydney Transitways ($2M), Integrated Ticketing Syd ($5M), Singapore Tourism Portal ($2M), Shell International autoserve ERP Pilot ($20M).

SMS - Norwich Union - Special Projects PM: Fast-tracked a critical Group Compliance project using an agile approach.

SMS - Peninsula Health – PM: Developed business strategy for the Personal Assistance Call Service to provide for 4-fold growth in 5 yrs, including focus-group-led product development, demographics and demand cycles, with costed options for relocation, staffing, IT, CTI & CRM systems.

SMS - Melbourne Water – PM: Upgraded the GIS to 32-bit. Six vendors were engaged to convert, replace or customise system components, while maintaining integration with linked asset and planning systems. Delivery was on time and budget to 7 servers across 4 sites with 15 installation packages and full training and support arrangements.

SMS - Colonial – PM: Relocated IT systems to CBA Syd. for the Superannuation, Unit Trust and Life call centres.