

# 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, Genemap / 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.

# Trevor Burdon

BSc (Maths), DipEd, GradDipAppComp, MACS, GAICD, PMP

## Business & IT Consultant

---

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 embedding efficient work practices. Trevor's communication skills are highly developed, and he is a pragmatic and effective consultant, business developer and manager.

Responsive to new challenges, he is looking for a position where he can share his broad experience and exercise purposeful leadership.

## Professional Associations

---

Graduate Member, GAICD  
Member, MACS PCP  
PMP

Australian Institute of Company Directors  
Australian Computer Society  
Project Management Institute

## Industry Experience

---

Banking & Finance  
Consulting Services  
Education & Training  
Government  
Health Care  
Information Systems

Managed Services  
Retail (Small Business)  
Scientific/Engineering  
Telecommunications  
Utilities

Services provided: Strategy, Analysis, Business Development and Sales, Tender Management, Program and Project Management, Risk Management, System Specification, Training

## Career Summary

---

### Private Project

Melbourne, Jun 14 – ...

#### **Contradictor – Gunns Plantations Liquidation, Supreme Court Victoria**

Intervening party in proceeding SCI 2095 2013, filing affidavits, submitting and cross-examining the plaintiffs KordaMentha and PPB Advisory on behalf of 6000 aggrieved growers. Witness to the Senate Economics References Committee on Forestry Managed Investment Schemes.

### Terra Firma Business Consulting

Melbourne, Mar 15 – July 15

#### **Project Manager - nbn HFC IT Launch Inception.**

IT representative on: HFC Program, Plan B tender team to outsource core OSS/BSS functions, Financial Year and Integrated Release Prioritisations. Captured and mapped program dependencies, intervening directly in emerging network, testing, and, service delivery and retail provider issues.

### Phoenix Consulting

Melbourne, May 12 – Feb 15

#### **Consultant - SEEK Financial Systems Review.**

Framed an approach to address system inefficiencies across SEEK and its international subsidiaries.

#### **Program Manager - Telstra Customer Enablement IP eXpress Program.**

Established and led the Integrated Program to expedite the provisioning of managed IP services for Telstra Enterprise. The strategic direction was facilitated by AT Kearney with Phoenix assuming the responsibility for its delivery. Twenty-one initiatives were prioritised and costed from 35 identified in MAN, CIP/BIP and MDN product workcells.

Numerous business units, up to 13 per stream, and 2000 staff were impacted by the change program. Seven full-time leads were managed to deliver tactical process and strategic system improvements. Established comprehensive program progress, initiative progress, cost variance and risk/issues reporting – the latter for the parent IPX program as well. Up to 80% cycle time reductions achieved.

### Private Projects

Melbourne, Feb 11 – May 12

**Ceffyl Dwr – Boatwright; A Quality Life – ePub/POD Editor/Publisher; Jujert Superannuation Fund – Director; Launceston City Council, RMPAT DA – Appellant.**

### Adecco – Ajilon Australia

Melbourne, Jan 07 – Jan 11

#### **Project Manager - Telstra Network Engineering PMO.**

Led the 1Number Strategy Project to complete the transformation of Telstra's primary IVR, taking volumes from 36 to 45 million calls per annum. Concurrently delivered an internal solution to replace the third-party Privacy IVR and process all customer preferences for their communications with Telstra. Fully audited technical delivery (Integral/TDP), 4 suppliers, 14 leads, \$6M pa benefits.

#### **Consultant / Bid Manager - Spotless / Ajilon.**

Completed a business process summary for the client, and then coordinated an Ajilon-led bid with Capability, Capgemini, Dimension Data, Northgate-Arinsco bid for the Project Springboard RFP. The \$35M proposal for a SAP or Oracle ERP solution was authored by 20 contributors.

#### **Portfolio / Project Manager - Telstra Consumer Business Performance PMO.**

Advised / managed business projects in the Working Smarter Program. Used agile Rapid and T-Way methodologies within Telstra's Enterprise Program Management (EPM) governance. Assumed major roles in the inbound Full Potential Program (Bain directed) and the inbound Call Volume Reduction

project. Delivered a cross-channel Best Practice Listening Centre, based in two sites with dedicated call quality monitoring. In 2 years delivered over \$95M audited benefits for less than \$10M costs.

**Wine-Logo™ (Phase II) – Business Owner** **Melbourne, Nov 05 - Dec 06**

Secured intellectual property rights, developed Flash and Web CMS prototypes for mobile and web deployment. Sought private capital for commercialisation and development partner.

**Telstra Country Wide (Tas) – Account Executive Govt** **Hobart, Feb 04 - Oct 05**

Held account responsibility for agency, authority and business enterprises within a top Telstra account, specifically: the Australian Antarctic Division, Economic Development, Health & Human Services, Justice, Motor Accidents Insurance Board, Port Arthur Authority, Printing Authority, Retirement Benefits Fund Tasmania, Tasmanian Electoral Commission and Tasmania Fire Services. Executive-level liaison required co-ordination of pre-sales, product customisation, project management, and dedicated service delivery and customer care activities for all voice, data and mobile services.

Assumed lead role for the Whole of Government Mobiles Contract with the Department of Premier and Cabinet. Major opportunities developed included a strategic review of Health ICT requirements, and a proposal for an eHealth Centre of Excellence. Employed strategic account techniques to maintain revenue (\$12M) and triple sales (\$2.2M).

**Wine-Logo (Phase I) – Business Owner** **Melbourne, May 03 – Jan 04**

Developed a new wine profiling concept and pursued incubation funding.

**Stratech (Australasia) – Business Head** **Melbourne, Jan 02 – April 03**

Established the Australian subsidiary of Stratech Systems Limited (Singapore) to compete for business in the ITS (Intelligent Transport Systems), E-Business and Computer Vision markets. High-level relationships were established with prospective customers, integration partners and acquisition targets in Australasia. Secured alliances with Alstom, APC, ERG, OnQ, Think, Transfield, in joint bids for Western Sydney Transitways (\$2M), Integrated Ticketing Sydney (\$5M), Singapore Tourism Portal (\$2M), Shell autoserv International ERP Pilot (\$20M).

**Flower Cards of Australia - Webmaster** **Sydney, Aug 01 – Nov 01**

Migrated the business to the Internet with a database-driven catalogue and payment gateway. (Also, established an SMS Consulting alumnus, XSMS, with net-based groupware support.)

**SMS Consulting - Consultant** **Melbourne, Aug 98 – Jul 01**

**PM - Norwich Union – Special Projects.**

Delivered the critical Superannuation Contributions Tax project using an agile methodology.

**Consultant - Peninsula Health – Personal Assistance Call Service.**

Delivered board paper on full business strategy, product roadmap, tender qualified suppliers and relocation options to realise a fourfold growth over 5 years.

**PM - EnRole (Access 360) – Implementation.**

Earned Resource Provisioning Management accreditation as a business service offering for SMS.

**Consultant - CitiPower – Contestable Gas Billing.**

Provided a strategic overview of alternative systems to support contestable billing at CitiPower.

**BDM - Sausage Interactive.** Worked new Sydney prospects for Sausage Interactive.

**Consultant - Sausage.**

Completed a security review of the SMS, Sausage Interactive and Pronto businesses.

**Consultant - Sausage Products – Web Hosting Services.**

Assessed providers capable of provisioning international sales whilst maintaining full continuity.

**PM - Melbourne Water – GIS Upgrade.**

End to end upgrade to 32-bit system, using six vendors with integration to asset and planning.

**PM - Colonial Mutual - SAS Migration.**

Managed system cutover of the Universal Superannuation Portfolio to new Sydney team.

**PM - Colonial Mutual - AFS IT Centralisation.**

For Superannuation, Unit Trust and Life businesses relocated six call centres to Sydney.

**Consultant - Telstra On-line Channel.**

Functional specification for integration of the product catalogue with the automated e-mail.

**Bid Coordinator - Optus.** Controlled the clarification process for the Australian Defence Satellite bid. Registered C&W Optus Satellites Pty Ltd, which delivered C1, the world's largest hybrid satellite.

**PM - Telstra - Y2K Network.**

Managed International and Network Design & Construction applications through Y2K compliance.

**Consultant - Jacques Martin.**

Reconciled registry allocations after the de-mutualisation of the Prudential MasterFund.

**SoftGen Australia – Northern Sales Manager****Sydney, Jun 97 - Jul 98**

In a dynamic small company with revenue of \$500,000 pp, managed Borland's Enterprise Client/Server channel. Other products included SQRIBE reporting and Visigenic ORBS.

**Prism Corporation – Contract A/P****Sydney, Mar 97 – May 97**

**ComOps** – Converted the Customer Response Centre application from COBOL to Delphi.

**Pacific Dynamics - Sales and Service Manager****Sydney, Apr 95 – Feb 97**

Managed the Australasian market for Hiac Royco particle counters, used for testing fluid contamination levels in the pharmaceutical, oil, defence and water industries.

**Launceston City Council – Geomatics Analyst****Launceston, Jan 94 - Mar 95**

Extended a public works asset-based, geographic information system (GIS) to cover 300+ parks, reserves, play-parks, sports grounds and bushland surrounds.

Also, as IT Solutions, provided PC consulting services and participated in a Creative Nation Multimedia Centre consortium.

**Education Department (Tasmania) - Teacher****Launceston, Hobart, 80 - 93**

**Launceston College - Advanced Skills Teacher 1** - Supervised Applied Computing staff and classes, and taught Applied Computing and Physics at a senior secondary college of 1600 students. Established resources, assessments, syllabus timelines. Had similar responsibilities in previous years for Information Systems and Physics. Liaised between staff and the Student Representative Council.

Also, completed postgraduate studies with a DataFlex Asset Management System for the University of Tasmania, and built a stock control system for a retail store.

### Launceston College - Head Teacher (Physics)

Various – Teacher - Physics, Mathematics, Computing, Science

## Professional Skills

---

### Management

Account management  
 Bid and Tender management  
 C-level engagement  
 Contract management  
 Opportunity qualification  
 Partnership development  
 Performance evaluation  
 Program governance  
 Risk management  
 Stakeholder management  
 Strategy development  
 Team leadership

### Specialist

Asset, inventory and GIS systems  
 Business case modelling  
 Business analysis  
 Carbon accounting  
 Communications technologies  
 Education and training  
 Mathematics and science  
 Project management  
 Targeted account selling  
 Technology delivery  
 Digital content production

## Education & Training

---

Graduate, Australian Institute of Company Directors, 2006  
 Graduate Diploma in Applied Computing, University of Tasmania, 1992  
 Diploma of Education, University of Tasmania, 1979  
 Bachelor of Science (Maths), University of Tasmania, 1978  
 University Exhibition (HSC Top 20), University of Tasmania, 1975

ITIL V3 Foundation, BCS, 2014  
 Project Management Professional (PMP), PMI (Melbourne), 2013  
 ISO 38500 IT Governance, ACS, 2013  
 Technology Delivery Process, Telstra, 2010  
 Carbon Accounting, Swinburne, 2010  
 SAP Environmental Compliance Monitoring, Ajilon, 2009  
 Enterprise Program Management, Integral (SAP) Project Accounting, Telstra, 2007  
 Prince2 Practitioner, TPG Academy, 2007  
 Targeted Account Selling, Telstra, 2004  
 BTS Business Acumen, Telstra 2004  
 Account Management Planning, Telstra 2004  
 Product Commercialisation, ANU, 2003  
 Advanced Project Management (AIPM Endorsed), Thomsett International, 2000  
 Novell Certified Network Administrator, Datamatic, 1994

### Tools

SAP ECM, SAP Project Accounting, Clarity, MS Office Professional, 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, eBook Publishing Tools.

## Deliverables - Examples

---

### Analysis / Strategy

**CitiPower**

Contestable Billing Software Review

**New Norfolk Laundry**

Carbon Report and Inventory

**Peninsula Health**

Personal Assistance Call Service: Strategy, Business, Financial and Implementation Plans

**Sausage**

International Web-Hosting Services

**Stratech**

Australasian Corporate Strategy

**Telstra Country Wide**

WOG (Tas) Mobile Contract Retention Strategy

### Business Development / Sales

**Pacific Dynamics**

Top 20: ABB, ADI, Astra, ASC, BHP, Caltex, CSIRO, CSL, Cuno Pacific, David Bull, DeltaWest, ElectroOptics, Glaxo-Wellcome, Caterpillar, Melbourne Water, Oilcheck, Quaker Chemicals, Shell, TGA, Transfield

**Sausage**

Sausage Interactive Campaign

**SoftGen**

Top 20: Amfac Chemdata, Amlab International, Barcoding & Data Collection, Computoll, Cordell, Cotton Trading Corp, Dept Communications & The Arts, Dept Health & Family Services, Dept Veterans Affairs, DSTO, HHDI, HiTech Freight, ISSC, NSW Dept Health, NSW Fire Brigades, NSW Land Titles, Rainmaker, Showbiz Software, Sydney Futures, Tattersalls

**Stratech**

Pacific National Intermodal Gate Upgrades

Patrick Terminals CNRS Container Handling

**Stratech / APC**

DOI (Vic) Shipping Container Tracking

Toll Express Pallet Cubing and Tracking

**Stratech / OnQ**

Shell autoserv International

**Telstra Country Wide**

Tasmanian Government Portfolio:

Whole of Govt (Tas) Mobiles Contract Extension, Health Services Communications Consultancy, Health 2 Salamanca Mobiles and VOIP, Justice Risdon Prison Redevelopment, Tasmania Fire Services WAN Upgrade, Antarctic Division VOIP and WAN Upgrade, TT Line WAN Upgrade, Printing Authority New WAN, Cancer Council New WAN, Ministerial Tour of Telstra Facilities

**Telstra Country Wide / FastTouch**

Emergency Services - In-Vehicle Portal

**Telstra Country Wide / NavMan**

Health Ambulance Tracking

**Telstra Country Wide / Reach**

Antarctic Division Leased Satellite Data

**Telstra Country Wide / TRL**

eHealth Centre of Excellence

**Wine-Logo**

TECC Development Funding Proposal

### Tender Management

**Ajilon + Capability/ Capgemini/**

Spotless Springboard – ERP Bid

**Northgate-Arinso/ Dimension Data**

nbn

Optus

Peninsula Health

Stratech

Stratech / ERG

Stratech / Think Information

Stratech / Transfield

Telstra Country Wide

Telstra Country Wide / KAZ

HFC IT Outsource of core OSS/BSS

ADF Satellite Communications Capability

MEPACS Supplier Evaluation &amp; Selection

SA Transport Transitway AVL

NZ St John Ambulance AVL System

Sydney Integrated Ticketing AVL

Singapore Tourism Portal

NSW RTA Liverpool Parramatta Transitway

Justice &amp; Education Web CMS

Royal Hobart Hospital Document Imaging

**Program / Project Management**

Colonial

Insurance Call Centre Relocations MEL to SYD

System Support Relocation MEL to SYD

Melbourne Water

GIS Upgrade 16 to 32 bit and Enhancements

nbn

HFC IT Launch Inception – Program Dependencies

Telstra Consumer

Full Potential Program (Bain strategy delivered)

T[life] Committee &amp; Supplier Engagement

Call Volume Reduction

Call Centre Employee Engagement / Retention

Future Operating Call Routing Model

Best Practice Listening Centres

Value Based Selling Rollout

Telstra PMO Risk Management Review

Business Initiative Project Learnings

Telstra Country Wide / TRL

Wireless Mobility Projects

Telstra Network Engineering

Privacy IVR Project (mini-TDP)

1Number Strategy Project (Full TDP)

Telstra Network Program

Y2K Compliance

Telstra Customer Enablement

Unified Comms BOM Sales Advisory Tool

IP eXpress Integrated Program

**Risk Management**

Pronto

Prometheus Security Report

Sausage

Sausage Web-Hosting Services

**System Specification**

Colonial

SAS Migration MEL to SYD

Norwich Union

Contributions Tax Compliance System

Spotless

Springboard - Full ERP Process Assessment

Telstra Online

Product Catalogue and Kana Mail Integration