

CLAIRE SOROHAN

PROFILE

A 'trusted pair of hands', with extensive experience delivering business and technology driven initiatives, across multiple industries, globally. Over the last 20 years, Claire has built a reputation for 'getting things done' whilst maintaining high work standards and ethics. This is largely due to her ability to build high performing and motivated teams as well as develop and maintain trusted relationships with stakeholders at all levels.

PROFESSIONAL COMPETENCIES

- Detailed knowledge of principles, standards and methodologies with emphasis on Portfolio, Program Management, Project Management and ITIL
- Consulting in best practice Project Management whilst ensuring the solution is fit for purpose to a particular environment and culture
- Procurement Lifecycle
- Vendor Management (EMC; NetApp; Dimension Data; IBM; HCL; Avaya; Sun Microsystems, Hewlett Packard; Kloud Solutions)
- Workforce Design to enable effective change
- End to end management of projects and programs leading teams of 3 to 50
- Financial Management of initiatives from \$200k to \$70m

INDUSTRY EXPERIENCE

- Financial Services (Macquarie Group; Westpac)
- Insurance (IAG)
- Logistics & Supply Chain (DP World)
- ICT (ICL UK; Fujitsu Australia)
- Government (NSW Electoral Commission)
- External customers: Post Office Counters Ltd UK; National Federation of SubPostmasters UK; Ministry of Defence UK; Utility Services; Financial Services

SUMMARY OF ROLE TYPES

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| • Project Management Practice Lead | • PMO Manager – Global & Regional |
| • Workforce Transformation Manager | • Project Support Manager – Business |
| • Program Manager | • Senior Project Manager – Business / IT |
| • Consultant – Delivery Lifecycle | • IT Services Manager |
| • Implementation Program Manager | • IT Change Manager |

QUALIFICATIONS & PROFESSIONAL DEVELOPMENT

- BSc (Hons) Business Information Systems
- AGSM accredited Advanced Leadership Program
- APMG accreditation – **Practitioner** level
 - PRINCE2
 - Managing Successful Programmes
 - P3O
- Agile
 - DSDM - Practitioner
 - Certified Scaled Agile Framework Agilist
 - ICAgile Certified Professional (ICP)

BUSINESS EXPERIENCE

17 WAYS

An independent consultancy providing technology solutions, world class people and independent advice that meets customer needs.

Principal Consultant October 18 – Present

Providing expertise across all aspects of the project lifecycle ensuring customers are making informed decisions and are seeing a return on their investment. Services include:

- Project Consultancy including technology and vendor independence
- PMO design, establishment and ongoing management
- Capability uplift through training, coaching and mentoring
- Project establishment and execution
- Project assurance
- Project rescue
- Program design and delivery

NEW SOUTH WALES ELECTORAL COMMISSION

The statutory agency responsible for the administration, organisation and supervision of elections in NSW for state government, local government, industrial and Aboriginal organisations and registered clubs and statutory bodies.

Project Management Practice Lead May 18 – September 18

Providing subject matter expertise in project management, to improve the return on investment (portfolio-wide delivery success and benefits realisation) and related management disciplines across the commission through:

- Partnering with HR and Executive Directors to:
 - Develop organization-wide competencies to increase the maturity and understanding of project management to deliver the NSWEC strategy
 - Define role descriptions and interview questionnaires in line with NSW public sector capability framework
 - Recruit Project Managers that are a fit for the organisation from a skills, experiential and cultural perspective
 - Develop and deliver training framework in line with business needs and NSW public sector capability framework
- Coaching, mentoring and supporting appropriate application of the NSWEC Project Management Framework and standards
- Defining and managing performance against Project Management minimum standards
- Partnering with Project Owners to assess project complexity and develop appropriate project delivery strategies and PM effort estimates into Business Cases that support delivery success
- Identification and resolution facilitation of portfolio and program risks and issues
- Transparency and early intervention of project level issues as a result of establishing and maintaining trusted relationships with project team members

Manager, Project Management Practice June 17 – April 18

A newly created role to establish and lead a centre of excellence, to build organisational capability in project management and achieve business outcomes in line with the NSWEC Strategic Plan. This was achieved through:

- Establishing a project management centre of excellence including developing and embedding the project management methodology, templates, tools and processes, to build organisational capability and achieve portfolio outcomes
- Partnering with the business to identify, monitor and meet demand for project management support
- Effective recruitment, allocation and leadership of a resource pool of (up to) 20 Project Managers to deliver multi-million-dollar portfolio; Performance management of non-performers
- Collaborating across the PMO function and wider Agency to ensure effective integration of change management, business analysis, testing, financial control, procurement and benefits management into the project management framework

- Providing monthly assurance of achievability of projects/programmes, and make recommendations of corrective action to address issues and ensure successful delivery of the business case
- Coaching to address individual skills capability gaps in risk and issue management, stakeholder engagement, writing of project management plans
- Facilitating Business Case workshops ensuring all key stakeholders were engaged and able to commit to achieving an agreed set of outcomes
- Facilitating lessons learnt workshops for the Local Government Election program to ensure all learnings were accurately captured and used to improve subsequent Election events

WESTPAC BANKING CORPORATION

A global financial services organisation leading the global banking community on corporate sustainability.

Workforce Transformation Manager January 14 – July 16

Member of a newly created team established to enable the strategic portfolios within the Consumer and Business Bank (approx. 300 project resources) to deliver the best outcomes for their business partners, by building teams of the right size and capability to drive effective change.

Achievements

- >\$5m cost savings in FY14 through
 - Management of Project Management (PM) supply, demand, utilisation and chargeability across the delivery workforce through:
 - Permanent/Contractor mix
 - FIRG mix
 - Reduction in time to recruit
 - Increase in number of direct hires
 - Development and implementation of Organic Growth Strategy establishing:
 - An expanded competency and capability profile for BA & PM communities
 - Career Pathway mapping for BA & PM communities
 - Promotion Guidelines
 - Standard performance objectives for PM & BA job families
 - Standard interview guides for BA & PM job families
 - 2015 Graduate Program
 - Facilitation of calibration and talent identification workshops ensuring proactive support for individuals in their career development thereby reducing the need to go to market
- A further >\$2m cost savings in FY15 through:
 - A redefined value proposition and workforce transformation operating rhythm
 - Continued improvements through the management of supply, demand, utilisation and chargeability for both PM and BA resources
 - 2016 Graduate Program
 - Implementation of Intern program with University of Sydney Masters of Management program

Program Manager and Senior IT Project Manager August 11 – December 12

Concurrent roles within Technology spanning Westpac Institutional Bank (WIB), Westpac Retail & Business Banking (WRBB) and St. George Banking Group. Responsible for driving successful program/project outcomes, by managing the delivery of a technology solution/capability, aligned to the broader technology strategy.

Achievements

- Significant cost reduction in storage and backup operating costs for St George Banking Group through the successful implementation of a Managed Service model
- Business savings to WIB and WRBB through the successful delivery of storage and backup solutions

MACQUARIE GROUP

A diversified international provider of banking, financial, advisory and investment services.

Various roles January 07 – July 11

Global Practice Leadership Manager - a member of a small team responsible for managing the global centre of excellence function ensuring that processes provided value and were fit for purpose and providing

ongoing support through training and coaching.

Additional Achievement

ANZ (regional) PMO Manager, for 6 months whilst a suitable candidate was recruited. This included delivery of the Enterprise PMO strategy; implementing guidelines, providing guidance to governance boards, program and project managers on standards, templates, and best practice; supporting program and project managers in creating effective planning, management and delivery of initiatives; Project health checks.

Program Manager responsible for driving the Business Management work streams within a transformation program to develop and transition the existing IT Services to a new Global Operating Model.

Additional Achievement

Developed the Enterprise PMO (EPMO) functional model, covering Portfolio Management, Delivery and a Centre of Excellence, as well as the organisational model to support it from a global and regional perspective.

Senior Project Manager accountable for the successful delivery of an Infrastructure portfolio across the Unix, Storage, Windows and Network platforms; Leadership of cross functional global teams of up to 20 resources.

Additional Achievements

- Delivery of ITS Project Management Methodology training to project resources across Asia and Australia.
- Ongoing coaching and mentoring of Manila based Project Managers

EXPERIENCE PRIOR TO 2007

INSURANCE AUSTRALIA GROUP (IAG)

Program Support Manager

Responsible for working with multiple business units, consulting on best practice Project Management to increase the return on project investment across the portfolio. This included providing direction, advice and coaching to Business Unit Heads, Project Managers, the Program Office and Executives.

DP WORLD AUSTRALIA

Manager, Program Management Australia & New Zealand

Improved the project management maturity across the organisation through the development and implementation of a customised Project Management framework, associated training and ongoing coaching for IT and Business project staff within ANZ. Improved Executive project investment decision making through the introduction of a prioritisation model and implementation of accurate and timely reporting of the health of the portfolio.

IT Services Manager

Increased business satisfaction whilst reducing IT costs through the implementation of the Service Delivery function, globally. This included management of vendor to ensure a tool was developed, tested and implemented to the required specification as well as development and delivery of training in tool, processes and Service Delivery function.

FUJITSU AUSTRALIA

IT Change Manager

Key member of customer-based team ensuring standardised methods and procedures were used for efficient and prompt handling of changes to the IT infrastructure, in accordance with ITIL Service Management resulting in the reduction of adverse impacts of change to the business, improved alignment of IT services and business requirements as well as increased productivity.

INTERNATIONAL COMPUTERS LTD (UK)

Implementation Program Manager

Managed the implementation of an automated front office solution to 6,000 post offices, which included infrastructure, system implementation and all aspects of the customer journey through the leadership of a 50+ person cross functional team, including multiple vendors.

Senior Project Manager

Managed the implementation of secure IT systems and related services across existing and new sites for the Ministry of Defence through the leadership of 25+ person cross functional team, including multiple vendors.