

# Nicholas Roberts

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## SENIOR ICT MANAGEMENT PROFESSIONAL | SCRUM MASTER

### VALUE OFFERED

- **Detail focused PRINCE2®**, **ITIL® v3 Agile Practitioner**, **Certified ScrumMaster**, **Certified Professional Project Management Professional** offering 17+ years of ICT project/program management, solution analysis and development experience with considerable success leading all phases of diverse projects/ programs within both Government and the private sector.
- **Proven track record of bringing together and providing effective leadership to cross functional expert teams in development and delivery of customer experience improving and business changing projects** including software, web application, ICT network engineering, systems architecture and integration, and telecommunications infrastructure solutions.
- **Demonstrated expertise in leading, managing and motivating multi-disciplined teams on complex and diverse projects** (including banking, financial services, insurance services, education and the energy sector) to achieve all project deliverables on-time and within budget parameters.
- **Effectiveness (and, thereby, value) in any role or setting enhanced by highly developed professional skills and personal qualities** including outstanding communication and people skills; cognitive flexibility; a resourceful and resilient nature; strong leadership and relationship building skills; highly developed time management skills; and critical thinking and complex problem solving abilities.

### AREAS OF EXPERTISE

IT Project/Program Management | Project Management Life Cycle (PMLC) | Project Scoping & User Cases | Project Risk Management | Project Stakeholder Management | Business Requirements Analysis | Software Development Life Cycle (SDLC) | Software Development/Engineering | SaaS Modelling/Cloud Computing | Full-Stack Web Development | Procurement/Vendor Management | Service Level Agreement Compliance | Agile/Waterfall Methodologies | Automation Developer | UAT

### EDUCATION

2011 **Master of Information Technology (Project Management)** Monash University, Melbourne VIC  
2009 **Bachelor of Computing (Software Engineering)** Monash University, Melbourne VIC

### CERTIFICATIONS

2014	<b>PRINCE2® Registered Practitioner</b>	APMG International
2014	<b>ITIL® v3 Service Management Foundation</b>	Examination Institute for Information Science
2013	<b>Certified Practising Project Manager (CPPM)</b>	Australian Institute of Project Management
2013	<b>Certified Scrum Master (CSM)</b>	Scrum Alliance

### EXPERIENCE

#### SENIOR ICT PROJECT MANAGER

07/2015 – Present

**Telstra Corporation** | Docklands, Melbourne VIC 3000 | [website](#)

Perform roles of Scrum Master, Delivery Lead, Agile Coach, and Servant Leader across cross-functional teams in 'customer first' eCommerce development and implementation projects, ongoing digital marketplace management, and web and mobile apps development by way of:

- Managed and monitored the timely preparation of project plans and conducted overall management of the onshore and offshore project teams.
- Managed resource planning for each release and the release activities in the project and organised test management activities during the release test phase.
- Managed and monitored customer requirements related to change, problem and incident management activities according to ITIL V3.
- Liaising with key stakeholders to guide them through solution design and feature development.
- Building product backlogs (managing with Trello) and setting and prioritising sprint goals.
- Leading UX and Development teams to drive usability testing, prototyping and new feature design.
- Coordinating testing teams to build test cases and provide interpretation of requirements/user cases.
- Organising in-sprint testing during UAT phase including monitoring execution, issues/defects and working with stakeholders to prioritise and communicate the same to delivery teams.

**Key achievements:**

- Spearheaded SharePoint site structure development in 2016 for the Telecommunication Project Delivery Group improving indexing and search abilities.
- Implemented centralised Enterprise Project Management system improving portfolio governance, scheduling, forecasting, and reporting.

**IT PROJECT MANAGER/SCRUM MASTER**

01/2012 – 12/2013

**ABC Technology Management Services** | Melbourne VIC 3000 | website

Performed roles of Scrum Master, Delivery Lead, Agile Coach, and Servant Leader across cross-functional teams in 'customer first' eCommerce development and implementation projects, ongoing digital marketplace management, and web and mobile apps development by way of:

- Conducted analysis of IT systems, provided estimates for the modification of relevant IT systems, identified dependencies between interfaces, preparation and verification of launch scenarios (including data migration) and documentation of the achieved results.
- Actively identifying, coordinating, and documenting requirements, user stories, and acceptance criteria.
- Liaising with key stakeholders to guide them through solution design and feature development.
- Organised and moderated meetings and know-how transfer workshops with the customer on the IT- and business-side.
- Building product backlogs (managing with Trello) and setting and prioritising sprint goals.
- Leading UX and Development teams to drive usability testing, prototyping and new feature design.
- Organising in-sprint testing during UAT phase including monitoring execution, issues/defects and working with stakeholders to prioritise and communicate the same to delivery teams.

**Key achievements:**

- Spearheaded SharePoint site structure development in 2016 for the Telecommunication Project Delivery Group improving indexing and search abilities.
- Implemented centralised Enterprise Project Management system improving portfolio governance, scheduling, forecasting, and reporting.

**REFEREES**

**Mr Robert Jones** | IT Services Operations Manager  
Telstra Corporation Pty Ltd | M: 0400 000 000 | E: name@organisationname.com

**Mr Thomas Smith** | Director IT Operations & Services  
HIA Insurance Pty Ltd | M: 0400 000 000 | E: name@organisationname.com