

Nicholas Roberts

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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.
- **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 | User Acceptance Testing (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	PRINCE2® Registered Practitioner	APMG International
2014	ITIL® v3 Service Management Foundation	Examination Institute for Information Science
2013	Certified Practising Project Manager (CPPM)	Australian Institute of Project Management
2013	Certified Scrum Master (CSM)	Scrum Alliance
2013	Professional Scrum Master (PSM)	Scrum.Org

EXPERIENCE

SENIOR IT PROJECT MANAGER

07/2015– Present

Telstra Corporation | Docklands VIC | 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:

- Actively identifying, coordinating, and documenting requirements, user stories, and acceptance criteria.
- 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, providing interpretation of requirements/user cases.
- Organising in-sprint testing during UAT phase including monitoring execution, issues, and 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

01/2014 – 06/2015

HIA Insurance Pty Ltd | Melbourne VIC 3000 | website

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REFEREES

Mr Roberts Jones

IT Services Operations Manager

Telstra Corporation Pty Ltd

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Ms Alvira Smith

Director, IT Operations & Services

HIA Insurance Pty Ltd

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