**Jennifer Atkinson FRSA**

M: 0418 555 551 | E: jenniatkinson@gmail.com **|** Canberra, ACT

**EXECUTIVE SUMMARY**

I am a highly skilled ICT professional with over 40 years experience in systems, information and data architecture, software design and improvement, business analysis, data analysis, process re-engineering and software

development within private industry and government.

**EMPLOYMENT HISTORY**

**Contract Senior Consultant with Fresh Tracks Digital**

**September 2022 to continues** – Seeing Machines p/l, Canberra

**Key responsibilities:**

* Consult on projects in the data, process and data analytics space and improve business and technical processes
* Work with Oracle, Azure and AWS cloud platforms to re-engineer designs and improve systems
* Big data analysis of customer communication options, turning a highly manual system into an automated solution
* Run workshops, communicate with Business and Technical staff at all levels to gather requirements and improve business
* Centralise and cleanse people data across the Enterprise and introduce a CRM for the organisation
* Design and create an Enterprise Reporting Framework and Enterprise Data Warehouse

**Achievements:**

* Successful implementation of a rostering solution for 24/7 global support staff
* Design of a Data Analytics and Reporting platform for the organisation
* Systems integration work to synchronise disparate Cloud services to improve efficiency

**Contract Senior Consultant with APIS /Accenture**

**May 2021 to August 2022** - Department of Health and Aged Care, Canberra

**Key responsibilities:**

* Plan, analyse and design an MS Azure, CRM 365 Dynamics solution for the Hearing Services Program
* Support the team with technical and business advice and mentor / coach colleagues
* Develop bespoke utilities and toolsets to assist with Data and Processing architecture and workflows
* Run workshops, communicate with Business and Technical staff at all levels to explain the architectural approach
* Design and deliver methodologies and frameworks to support and formalise work practices
* Work with the MS Azure software suite of products and associated toolsets

**Achievements:**

* Design of a Hearing Services Program for DHAC

**Contract Senior Consultant with KPMG**

September 2019 to April 2021 - Department of Defence, Canberra

**Key responsibilities:**

* Plan, analyse and design a Data Warehouse solution
* Support the team with technical and business advice and mentor / coach colleagues
* Develop bespoke utilities and toolsets to assist with Data workflows, improvement and efficiency
* Run workshops, coordinate stakeholder communications, change management and reporting activities
* Design and deliver methodologies and frameworks to support and formalise work practices
* Design and deliver Microsoft PowerBI reports

**Achievements:**

* Successful delivery of a Data Warehouse System for ADF

**Senior Business and Data Analyst / Delivery Manager, Technical Business Analyst, Project Manager**

September 2018 to August 2019 - Department of Health, Canberra

**Key responsibilities:**

* Plan, analyse and design a GovCMS website redevelopment solution
* Manage a small team of 1 project worker, 1 creative and 5 GovCMS external consultants
* Analyse the current and future states of the Information Architecture and website design
* Coordinate communications, change management and reporting activities
* Design and deliver Microsoft PowerBI reports

**Achievements:**

* Successful delivery of GovCMS website Drupal website redevelopment

**Senior Business Analyst / Data Scientist**

March 2018 to September 2018 - Australian Digital Health Agency, Canberra

**Key responsibilities:**

* Analyse, design and build an end-to-end Command Centre solution.
* Agile delivery of a Contact Centre solution.
* Analyse, design and build ETL and feeds from myriad data sources to Azure
* Analyse Information Architecture for end point data stores
* Design and deliver Microsoft PowerBI reports
* Perform Ad Hoc SQL queries / DB Interrogation using MS SQL Server Management Studio 2017
* Write shell scripts, C#, VB code and Web Services using Visual Studio 2017
* Write Web Services calls using custom built code generator
* Liaise and work with MS Professional Fiend Engineers to achieve project objectives

**Achievements:**

* Implementation of a Command Centre solution.

**Team Leader Reporting, Requirements and Testing**

February 2017 to March 2018 - Australian Digital Health Agency, Canberra

**Key responsibilities:**

* Analyse, design and build an end to end reporting solution
* Analyse, design and build a concept, word, and theme tracking traceability toolset
* Requirement analysis, RFT development and delivery of a Contact Centre solution.
* Embedding technical and business improvement into work culture.
* System Administration for Microsoft CRM Dynamics 365
* Microsoft PowerBI Report design and delivery
* Ad Hoc SQL queries / DB Interrogation using MS SQL Server Management Studio 2017
* Writing C#, VB code and Web Services using Visual Studio 2017
* Write Web Services calls using custom built code generator

**Achievements:**

* Implementation of an automated reporting solution
* Implementation of a generic tracking toolset
* Delivery of an outsourced contact centre solution
* Delivery of Data Change Governance Framework
* Delivery of an Agency wide automated Reporting Framework
* System Admin and Technical support for the client

**Senior Business Analyst**

July 2016 to January 2017 - Australian Research Council, Canberra

**Key responsibilities:**

* Test and track defects using JIRA and Microsoft TFS for in-house bug fixes and defect tracking
* Liaise with internal stakeholders for defect tracking, and ensure these are assigned and resolved in a timely manner, to a high standard
* Periodic reporting to Management and PMO

**Achievements:**

* Implementation of many quality improvement initiatives

**Consultant / Senior Operational Support Specialist**

December 2015 to June 2016 - Civil Aviation Safety Authority, Canberra

**Key responsibilities:**

* Managing the team; a group of people from very different backgrounds, disciplines and abilities;
* Testing / defect tracking using JIRA and with Microsoft TFS for in house bug fixes / defect tracking.
* Managing both vendor and in house defect tracking and ensuring defects were prioritised, assigned and resolved in an expedient, timely, quality manner.
* Liaising and managing relationship with and local overseas vendors;
* Interviewing people for roles within the organisation;
* Tender evaluation and selection of consultancy for data cleansing;
* Metadata management
* Periodic reporting to Management and
* Managing relationships with system stakeholders.

**Achievements:**

* Implementing many quality improvement initiatives
* Implementing individual training / personal improvement packages for staff
* Introducing an interim Configuration Management Database to the organisation

**Senior Business Analyst**

January 2013 to September 2015 - Australian Capital Territory Government, Canberra

**Key responsibilities:**

* Gathering stakeholder information to compile Business Requirements Specifications (BRS)
* Using Enterprise Architect to compile Use Cases and traceability from requirements through to test cases
* System Testing and defect reporting

**Achievements:**

Production of Business Requirements Specifications (BRS), methodologies, system design and other documents for:

* An Electronic Medication Management System
* A timekeeping / rostering / scheduling system
* A system to keep track of drugs and poisons
* Assisting with changeover of banking provider and ACT Health Patient Billing System for ACTGOV
* Consolidation of booking systems across ACTGOV
* Formulation of a Teleworking policy
* Specifying Wi-Fi upgrades for ACT hospitals
* Specifying the requirements for a whole of ACT government EDRMS
* Specifying the requirements for metadata and XML usage
* Specifying frameworks to deliver self-service reporting and
* Compiling requirements, UseCases and other artefacts for systems
* Designing, writing an implementing bespoke software utilities for office automation

**TECHNICAL SKILLS**

Programming: Visual Basic.NET, VBA, COBOL, DML/DDCL, IDMS R/X, ADABAS Natural, Lotus Script

Database / SaaS: Oracle, Web Services, MS SQL, Oracle, DB2, NoSQL (CosmoDB, MongoDB), AWS

Microsoft: Azure, Visio, Visual Studio 2017, Project, CRM 365, SSRS, SSMS, TFS, Office, SQL Server, SQL Operations Studio, Power BI, R, DAX

Project management: Project, JIRA, Confluence, TFS,

Content management: GovCMS, Drupal

Content production: Adobe Photoshop, Audacity, Final Cut Pro, Logic Pro X, ZARA Studio

**CLEARANCES**

AGSVA Commonwealth Government Baseline Security Clearance, expiry 2026

Previous: NV1, Highly Protected classification

**REFERENCES**

On application