

Professional summary

Neil is an energetic and self-motivated business consultant with extensive experience across a range of disciplines including change management, business systems and processes, sales and marketing, training and education, human resources, recruitment and account management with a range of contexts – most notably in the fuel and lubricant industries.

He maintains a strong focus on the on-going development of individuals and teams and the delivery of change to organisations and businesses through process analysis and re-design, systems design and integration, mutually beneficial relationship management, targeted education and training programs and open and clear communications.

Key competencies

Solutions delivery	Bias towards active and decisive problem solving and issue resolution, leading to the delivery of innovative solutions
Ability to Influence	Highly developed interpersonal skills with a demonstrated ability to influence at all levels of an organisation. Presentation and facilitation skills a strength.
Relationship management	A natural and proven ability to develop and maintain mutually beneficial business relationships, with a high level of experience with relationships that involve remotely-located customers, colleagues and service providers. Recognised as a leader of people, able to engage others in a common vision
Coaching and education	Highly competent educator at all levels, fully committed to the on-going development of individuals and organisations. Experienced in regional education throughout the Asia Pacific region. Qualified both in education and sports coaching
Team player	Highly developed team skills, able to operate autonomously as required and to take a leadership role where appropriate

Career Summary

2009 -	Mitre 10 Senior Business Analyst
2009	National Foods Limited Business Analyst
2008 – 2009	Reliance Petroleum Senior Business Analyst
2006 – 2008	Shell International Global Business Analyst – Demand Management – Supply Chain Excellence Project Regional Process Change Lead – Asia Pacific – Supply Chain Excellence Project
2005 – 2006	Innovo Solutions Principal Consultant
2004 – 2005	National Foods Limited Distributor Account Manager
2002 – 2004	Innovo Solutions Principal Consultant
1989 – 2002	BP Australia Limited Regional Education Consultant – Asia Pacific Distributor & Terminals Projects Manager Distributor Business Process Manager Distributor Systems Support Manager Distributor Business Systems Consultant Business Technology and Education Consultant
1984 – 1988	Ministry of Education – Victoria Secondary School Teacher

Significant Achievements

BUSINESS ANALYSIS AND SOLUTIONS DELIVERY

- Managed the design, scoping and delivery of a Human Resource Information System based on the unique business requirements of a geographically diverse organisation with a range of employment models providing, for the first time, a centralised data repository for all HR related information.
- Led the business requirements phase for the introduction of an integrated operational assets management and maintenance solution, working with key stakeholders across all areas of the business, providing the platform for a business-focused solution for over 250 fuel retail locations and depots.
- Designed, through collaboration with global business representatives, interfaces, workflows and reports to enable the management of product demand within the oil industry, across several countries in Europe and the United States, leading to significantly improved business efficiencies and more accurate demand forecasting for monthly production.

- Delivered over AU\$2.3M to business unit performance through the successful completion of a six-week stock management project, working closely with suppliers and third-party distributors, and the negotiation of full payment of this amount with each affected company.
- Led the business process review and designed the resultant system and procedural changes in response to the High Court decision on state fuel levies, involving meetings with senior representatives of the state Treasury departments in three states, identifying and resolving potential issues within the proposed plans and then negotiating changes to the draft legislation to account for the distributors' business requirements.
- Developed a new discount modelling system and associated processes for the Victorian milk distributor network, resulting in transparency during price support negotiations and accurate margin and volume forecasts for the state sales team.
- Facilitated the merging of existing systems and processes within several fuel distributorships during rationalisation activities, taking full account of existing business practices and procedures, along with local business requirements, and developing change management programs to account for the differences.

EDUCATION AND COMMUNICATIONS

- Presented targeted education programs to chartered accounting firms and corporate financial controllers, dealing with the new International Financial Reporting Standards and how they relate to the preparation of financial statements using Australia's leading working papers software.
- Designed and presented targeted education and training programs to independently-owned branded distributors, retailers and their staff across a broad range of business process improvement initiatives, franchise and regulatory compliance and systems-based activities, typically in remote parts of Australia and the South West Pacific, through close consultation with each principal and their management teams, understanding local requirements and designing programs to meet those needs.
- Developed and negotiated the acceptance of consistent business processes and practices across all Asian IT affiliates, ensuring coverage of all management accountabilities and consistency of approach across all sites, whilst recognising local cultural and business requirements.
- Devised and delivered all communications on behalf of the National IT Management team during the complete restructure of the Australasian site, to ensure that all stakeholders, including global vice-presidents, regional managers, local business unit leaders and affected colleagues were kept fully informed of progress and outcomes.
- Represented the Asia Pacific management team on global leadership networks in the area of education and training, diversity and inclusion, internal and remote communications and operational excellence, ensuring that global initiatives were culturally appropriate and consistent with local business requirements.
- Led change management effort during global supply chain excellence project deployment in Australia and New Zealand including stakeholder management, on-going communications across all business units, workshop and training program facilitation and process re-engineering resulting in high levels of engagement from all affected staff, their leadership and other people within the Supply and Marketing businesses.

RELATIONSHIP AND BUSINESS MANAGEMENT

- Led and provided a point of escalation for a credit, stock and contracts management team, responsible for the timely collection of AU\$1.5B per annum and for negotiation with senior representatives of key customer organisations, leading to the equitable resolution of outstanding issues and disputes relating to accounts and contractual agreements.

- Managed a portfolio of FMCG distributor accounts representing an annual turnover of over \$20M, taking accountability for operational activities, debt, sales and relationship management.
- Provided consulting services to a range of internal and remote clients, including the facilitation of management workshops and detailed business process analysis projects, the establishment of clearly defined operational processes and the development and delivery of targeted education programs to each of the management teams and staff members.
- Worked closely with internal and external clients in preparation for the year 2000 and the introduction of the New Tax System in Australia, to ensure that risks were identified and mitigated, existing policies and processes were appropriately modified and that staff were fully engaged in the change process.
- Maintained effective relationships with clients, both internal and external, typically in remote locations, providing an operational “centre of expertise” for the fuel distributor business, including a range of activities such as regulatory and legislative compliance, education and training, issue resolution and business process improvements across approximately 60 independently operated distributor businesses.

Professional Experience

MITRE 10

National wholesaler for a network of over 450 branded hardware stores in Australia.

Senior Business Analyst (2009 – current)

- Development of business requirements document for the Pre-Commit phase of the Customer Order Management project.
- Facilitation of workshops with department representatives and members of the store network to determine and refine business requirements and associated business processes.

RELIANCE PETROLEUM

National fuel & lubricants distributor for BP and Castrol branded products. The company has been established from the merge of four significant state based distributorships resulting in a “blended” approach to many business activities

Senior Business Analyst (2008 – 2009)

- Development of business requirements and functional specification documents for projects covering a range of business activities including retail, commercial, logistics, asset management and maintenance, human resources and payroll.
- Development and implementation of project management approach for Reliance Petroleum.
- Preparation of user and training documentation for each completed solution

SHELL INTERNATIONAL

Global energy company, primarily recognised in Australia as a refiner and marketer of fuels and lubricants.

Regional Process Change Lead – Asia Pacific – Supply Chain Excellence Project (2007 – 2008)

- Accountable for the development and deployment of a structured change management program during the implementation of a global supply chain excellence program across Australia and New Zealand.
- Development and maintenance of key relationships with business leaders and affected staff within the Supply and Marketing business units in Australia and New Zealand, as well as colleagues in the global deployment and development activities.
- Leadership of colleagues within the deployment project team in issues relating to change in process, applications and/or other business activities.

Global Business Analyst – Demand Management – Supply Chain Excellence Project (2006 – 2007)

- Accountable for the gathering, clarification, analysis and solution of outstanding business systems change requirements and defects
- Maintenance of on-going relationships with global demand process leads, key business representatives and IT project management team.
- Development of technical and functional specifications for solution integration including interfaces, systems workflows and reports
- Collaboration with development and testing team members to ensure delivery of business system solutions to meet business requirements

NATIONAL FOODS LIMITED

One of Australia's biggest milk and dairy foods processing and marketing companies, with market representation through the Pura, Big M and Yoplait brands.

Distributor Account Manager (2004 – 2005)

- Accountable for the relationship between National Foods and fourteen milk and dairy product distributors within metropolitan Melbourne and regional Victoria. This role included accountability for:
 - Sales analysis and support
 - Discount negotiation
 - Debt management
 - Operational activities
 - Relationship management

INNOVO SOLUTIONS

Small consulting firm, committed to the on-going growth and development of people, organisations and businesses through education, coaching and training, business process improvement, project and solutions delivery, business communications, workshop facilitation, career guidance and recruitment support and web site development.

Clients have included BP Australia, Toyota, AFL Victoria, Philip Webb Real Estate, SACS Executive Solutions, task Technology, National Foods, Valley Fuel, Trans West Fuel, Clayton and Shuttleworth and Eco Renovation and Design.

Principal Consultant (2002 – current)

- Accountable for all aspects of the business – relationship management, marketing of services, financial management, etc
- Consulting projects within the human resources, recruitment, business systems and solutions, corporate services and real estate sectors
- Web development for small to medium sized businesses
- Workshop and management conference facilitation including Level 1 Coaching Education Programs for AFL Victoria

BP AUSTRALIA LIMITED

Global energy company, primarily recognised in Australia as a refiner, marketer and retailer of fuels and lubricants under two major brands – BP and Castrol.

Project Consultant (Contract Roles – 2002 to 2004)

- Responsible for the business process re-design activities and communication with all distributor principals and their management and staff throughout the Temperature Adjustment project (mandated by State Governments across Australia)
- Communications manager and project consultant for a transition project involving the outsourcing of IT services from employees and local contractors to an offshore company
- Management of IT requirements and part of the overall project team for the consolidation of building accommodation at the Melbourne Head Office
- Facilitation of a three day management conference, focusing on recent business performance, performance improvement and divisional restructure

Regional Education Consultant – Asia Pacific (2001 – 2002)

- Design and delivery of a tailored education program for regional managers and their teams of IT professionals
- Regional management representative on global networks focusing on education and training, diversity and inclusion, communication and operational excellence

Distributor & Terminals Projects Manager (1999 – 2001)

- Responsible for the delivery of successful project outcomes for the channel including:
 - Share plan in Papua New Guinea and South West Pacific businesses
 - Systems implementation in American Samoa
 - Stock management projects
 - Introduction of the New Tax System (GST) and Year 2000 projects

Distributor Business Process Manager (1996 – 1999)

- Centre of operational expertise across the fuel and lubricant distributor network including the associated retail business
- Implementation of over forty ERP systems within distributorships and subsidiary companies across Australia and South West Pacific
- Leader of credit, stock and contracts management team, responsible for the collection of AU\$1.5 billion per annum
- Leader of PetroLink development, technical and business support teams
- Channel representative in major cross-functional activities including the outsourcing of the customer services unit, the introduction the global ERP system across the Australian business and regulatory and legislative projects

Other roles in BP included:

- Distributor Systems Support Manager
- Distributor Business Systems Consultant
- Business Technology and Education Consultant

Qualifications

Neil holds the following formal qualifications:

Bachelor of Science (Education)

University of Melbourne

Graduate Diploma of Computers in Education

Gippsland Institute of Advanced Education – now a campus of Monash University

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