
Profile

Innovative and solutions focussed with the analytical skills to evaluate business strategies and risks, and to recommend and implement process improvements.

Motivated achiever with an MBA and Ph.D. whose technical skills complement business experience and qualifications.

Dedicated manager with exceptional organisational, trouble-shooting, and problem-solving skills.

Strong communication and relational skills, with a proven record in developing long-term relationships.

History

2007 – present, Operations & Business Consultant and Owner, Quadradox.

2005 – 2008, IT Director, Dove Radio Communications.

2005 – 2007, Operations Manager, Blueriver Creative.

2002 – 2005, IT Consultant and Owner, BTech Solutions.

1991 – 2002, Project Engineer, Gallagher Group.

Education

Doctor of Philosophy (*Physics*), University of Waikato, Hamilton, New Zealand, 1999.

Thesis topic: *Development of a theoretical model describing the magnetic properties of transformers under high-energy pulse conditions.*

Master of Business Administration, *Beta Gamma Sigma*, University of Auckland, New Zealand, 2009.

Key grades: *Consulting Project A; Strategy A-; International Business A+; Accounting A+; Finance A+; Leadership & Ethics A*

Master of Science (Technology), *First Class Honours*, University of Waikato, Hamilton, New Zealand, 1993.

Major: *Physics*. Thesis topic: *Simulation of transformers subject to high-energy pulse conditions.*

Bachelor of Applied Theology, Carey Baptist College, Auckland, New Zealand, 2004.

Awards: *Dean's Prize for highest academic achievement, 2004 & 2003.*

Bachelor of Science, University of Waikato, Hamilton, New Zealand, 1990.

Experience

Business Consulting

Conducted market research and analysis of South American markets for NZ manufacturer. Developed a costed market entry plan for Chile, along with a new market strategy to be used globally. Provided key input for the client's global expansion plans.

Investigated market potential and developed a product expansion strategy for an IT services provider, resulting in a redefinition of their competitive landscape.

Developed a fund-raising strategy for a charitable organisation that leveraged the skills of existing supporters to deliver ongoing solutions for generating new income streams.

Determined resource requirements, assisted client with prioritisation, and developed a programme of work for the finance department of one of New Zealand's largest FMCG manufacturers.

Project Management & Process Improvement

Worked closely with clients on database and web application projects to interpret client requirements and communicate these to technical staff. Managed design team to ensure client expectations were met.

Ensured projects were delivered on time and to specification by improving quotation and creating estimation systems, resulting in a significant improvement in quote accuracy.

Identified and implemented methods for streamlining and automating processes to increase the organisation's capacity to deliver, resulting in greater operational efficiencies. Industries include graphic design, radio communications, special events and tertiary education.

Problem Solving & Relationship Management

Managed a product recall when electronic units began to fail internationally. Reviewed original designer's work, co-ordinated an investigation with teams on three continents, identified the root cause of failure, and developed a solution for a field fix. Led a 6-person team to Texas, USA and managed the recall and repair of 3,500 units. Designed product enhancements to resolve issues. As a result of these efforts, sales recovered to over \$450k p.a. and became the company's profit leader, contributing over twice the revenue of the next most profitable product.

Led projects to successful conclusions after being brought in at crisis points.

- Brought two database-driven web applications back on track by prioritising task allocation on daily basis for three person design and development team, mitigating the project cost for the company and pleasing the client.
- Turned around a deteriorating client relationship by establishing close communication, increasing transparency, and focusing project team efforts on high priority client concerns. The client was highly satisfied and ordered follow-on work.

Took the initiative to develop highly trusted relationships with distributors and vendors while working for a large NZ manufacturer. Visited many of these while travelling internationally (USA, Canada, UK, Switzerland, Argentina, Uruguay), resulting in a better understanding of their business and product requirements and closer relationships.

Database Design & Development

Oversaw the design, development, user testing, and implementation of web-based operations management systems.

This included reviewing the processes of the client's business, designing the database, managing the team responsible for design and web development, and undertaking systems and functional testing.

Identified and implemented the integration of multiple contacts information databases for a tertiary education provider to improve service and reduce administration costs and complexity.

Networking & Infrastructure Management

Implemented and managed in-house office systems and processes for design studio, enhancing operation and efficiency.

Developed architecture and infrastructure requirements for small businesses, including setting up a client-server network, automating daily back-up procedures, enabling remote operation of an offshore office, establishing security procedures, and maintaining Linux-based servers and firewalls.

Electronic Product Design & Development

Held responsibility for the development of a variety of products and components during 12 years at a leading New Zealand animal management systems manufacturing firm.

- Led a team comprising R&D, marketing, sales, manufacturing and tool design representatives in the end-to-end product development of a mains-powered electric fence unit with remote control.
- Had overall responsibility for projects which included development of a full costing model, product design, quality assurance, prototyping, testing, failure mode analysis, design of manufacturing processes, and post-production support. Product became one of the firm's most reliable models.

Applied doctoral research to the development of transformers for a wide range of products, leading to better designs.

Undertook troubleshooting and conducted failure mode analyses for both solar powered and mains powered units which resulted in improved quality and field reliability.

Technical Experience

Computer maintenance (hardware and software).

Database specification, design and integration.

Microsoft Office software (Word, Excel, PowerPoint, Project, Access, Visio).

Computer networking (Windows, Linux and Macintosh systems, VMWare).

Programming (VBA, Linux scripting).

Engineering Software (AutoCAD, Protel – PCB design, SPICE – circuit simulation, proprietary transformer design).