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[Sharon Martin | LinkedIn](#)

SHARON MARTIN | SOLUTION DELIVERY | BUSINESS SYSTEMS ANALYST

CAREER PROFILE

Experienced IT professional who is passionate about building solutions with a background in application development, business systems analysis and in managing and leading technical and non-technical teams in the delivery of IT solutions and applications development to meet the business outcomes.

Facilitating, reviewing, and gathering functional and non-functional requirements, conceptual solution designs, business process mapping and testing strategies.

Plan, prioritize and direct the operations of Solution Delivery teams in the provision of effective solutions and application development.

Manage resources for the successful completion of projects and changes by ensuring development is in line with agreed architectures and standards.

- Project & Resource Planning Skills
- Analytical thinking and problem solving
- Creative thinking skills

CAREER SUMMARY

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|--|------------------------|-------------------------|
| SOLUTION DELIVERY MANAGER | IMB BANK | 16/02/2012 – 14/02/2022 |
| SENIOR BUSINESS SYSTEMS ANALYST | OASIS ASSET MANAGEMENT | 01/09/2009 – 31/12/2011 |
| SENIOR BUSINESS ANALYST | CSA | 01/04/2009 – 31/08/2009 |
| SENIOR MANGER SYSTEMS/BUSINESS SYSTEMS ANALYST | NEDBANK | 01/02/2004 - 15/12/2008 |

QUALIFICATIONS

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|--|-------------------|
| FULL STACK DEVELOPER/BOOTCAMP (CURRENTLY COMPLETING) | SYDNEY UNIVERSITY |
| BCOM INFORMATICS (INFORMATION SYSTEMS) | UNISA |
| CERTIFICATE ENTRY - LEVEL COBOL PROGRAMMER | COMPUTER SKILLS |

EMPLOYMENT HISTORY

IMB BANK

SOLUTION DELIVERY MANAGER

RESPONSIBILITIES

Managed a team of systems analysts and developers looking after the Enterprise and Data Warehouse systems. IT Project Management, Solution Design and Development functions, incorporating production support, IT project and change management and quality assurance processes.

- Manage the definition of detailed plans for the delivery of new systems and functionality that meet agreed business requirements and project timelines, assisting in the planning and sizing of project tasks and oversee timely work estimates for solutions development and projects, working closely with the business units to match demand for IT systems vs supply via effective prioritization and process improvement
- Providing specialist advice to business regarding the development of applications and solutions, building and maintain effective relationships with business units/stakeholders including assisting in the escalation of IT systems/issues on behalf of the business (customers)
- Contribute to the IT strategic and operational planning processes, maintaining technical environments and operations for development and production systems, oversee technical design work and ensure designs are aligned to architecture, security and risk standards and guidelines.
- People Management including recruitment, performance reviews, development plans, capacity, and resource planning.

ACHIEVEMENTS

- Reviewed team processes, procedures, and work allocation practices. Identified under allocation of work and created a supply vs demand model. Improved delivery throughput, on average, from 2-3 projects to 6-8 per annum and improved CAB delivery from 3-5 items per month to 12-15* CAB changes
- I created new performance measures for reporting on team progress improving visibility of teams workload and capacity supporting improved project status reporting for senior management and the PMO
- Facilitated design reviews and IT workshops, encouraged team collaboration and open communication, leading the team in successfully implementing the New Payment Platform ensuring IMB was one of the first organizations in Australia to provide the OSKO payment services, considered a key strategic item for the business (customer retention).
- Researched and proposed options to directly engage with the customer on card-based transactional activity, enabling a member to respond to potential fraud by interacting with the system real-time. Led the team in successfully implementing the New Card Fraud Management system including customer step-up functionality improving customer service, reducing fraud losses by 90* % and cost saving of \$300K per annum.
- Coordinated the project plans, technical designs, development and testing to ensure the team successfully implemented a Fraud Monitoring system for internet banking services on member's digital devices.
- Recommended an interim solution for the management of product data maintenance for the Open banking Consumer Data project, and documented the processes and procedures for the change management of the Product Database ensuring the team delivered to the compliance timelines as the scope was broad.
- Assessed the resources and generated a tactical plan for the Open Banking Consumer project, recommending an "all hands-on deck" approach noting impact to other projects in flight. This ensured the successful delivery of the Open Banking Consumer data in line with the mandated deadlines and in accordance with data provision rules.

- Reviewed the status of the data warehouse conversion/migration project and proposed an alternative approach which saw the team successfully migrate a series of key MIS reports/reporting from Impromptu to Cognos within nine months.
- Established the project plans and delivery approach for the migration from the legacy system and integration into the new Treasury Risk system (Kamakura) improving the business portfolio risk reporting function.
- Directed the team and coordinated design, development and testing while working with the business in defining the requirements and project status reporting, accomplishing:
 - FATCA/CRS - (Compliance Project) to meet ATO and Foreign tax obligations in line with regulatory driven deadlines
 - Mobile payments solution to allow members use GooglePay®, ApplePay®, SamsungPay® etc. which was seen to be a key service for member retention by the business
 - Delivered the new suite of Regulatory Reporting covering requirements from:
 - EFS (Economic Financial Statistics)
 - APRA
 - Implemented Payments Scheme Enhancements by scheme mandated deadlines supporting:
 - VISA
 - EFTPOS
 - NPP
 - ATM/CARD:
 - Mag Stripe to Chip
 - ATM OS upgrade to support new chip technology
 - PayWave/Tap 'n Go
 - Merger – Hunter Credit Union :
 - Analyzed and documented the PIN encryption process to support the new Card Management changes that also benefited IMB members allowing them to self-serve card management function like Stop Card and PIN changes via Internet Banking reducing the number of support calls to the Help Desk.
 - Implemented APIs to allow the TIFF devices to integrate to IMB's backend allowing the device to perform basic teller functions
 - Upgrades:
 - OKTA to Azure – facilitated the changes required to use the new authentication protocols
 - Internet Banking Upgrade that included e-statements reducing production costs for paper-based statements
 - BDS (Branch Delivery System) Upgrade – list of key enhancements to the teller banking system to reduce operational risks and errors due to legacy system lack of controls/validations resulting in Operational incidents (Risk)
 - Implemented a Creditor's EFT solution allowing for the processing of payments to creditors via EFT replacing cheque processing

Compromised Cards*

Conceptualized and defined the requirements to build a compromised cards process that integrated with the existing card management functionality pertaining to a member's ability to self-manage compromised cards.

Data Obfuscation*

Designed a data rules-based data obfuscation method to assist with the data masking and scrambling of back-end system's data. Monitored progress of development activities.

OASIS

SENIOR BUSINESS SYSTEMS ANALYST

Managed the Business Systems Analyst Team ensuring the delivery of the functional specifications for projects and system change initiatives. Reviewed and worked with the business and testers to ensure solutions were ready for production/implementation.

RESPONSIBILITIES

- Manage the definition of detailed plans for the delivery of new systems and functionality that meet agreed business requirements and project timeline
- Planning and sizing of tasks and oversee timely work estimates for projects and changes

ACHIEVEMENTS

- Completed the Functional requirements for MoneyOne evolution* – the MoneyOne evolution project was the migration of key desk-top functions to a browser-based solution.
- Completed the non-functional requirements for MoneyOne evolution*

OTHER SKILLS AND TRAINING

- Data Analysis/SQL (Basic queries)
- MERN (JAVASCRIPT/HTML/CSS/MySql/Express/Node/Sequeliser)
- Confluence/JIRA/Service Desk (User)
- MS-Office (including MS-Project and MS Visio)
- Waterfall/Agile/Hybrid

REFEREES

Available on request.