

# AIDAN WILLIAMS

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## OVERVIEW

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I'm an experienced business analyst attending RMIT University to complete my Bachelor of Communication majoring in Journalism. I'm currently working freelance as a business consultant until I've completed my degree and can make a transition into fulltime work as a music journalist. As an analyst, I've worked across a variety of business, operational, and commercially related projects and initiatives in the telecommunications and health sector. As a journalist, I've worked for multiple publications and produced a wide variety of content in written, video, audio journalism.

## EDUCATION AND TRAINING

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**BACHELOR OF ARTS & COMMERCE 2013- 2016** || SWINBURNE UNIVERSITY OF TECHNOLOGY  
**BACHELOR OF COMMUNICATION 2019- 2022** || JOURNALISM 2019 RMIT UNIVERSITY

Other courses include:

- **LEAN SIX SIGMA GREEN BELT 2018** || Melbourne University
- **GRADUATE DIPLOMA DISPUTE RESOLUTION 2019** || BOX HILL INSTITUTE
- **DIPLOMA OF INTERNATIONAL BUSINESS 2015** || SWINBURNE UNIVERSITY OF TECHNOLOGY
- **CERTIFICATE IV IN BUSINESS 2015** || SWINBURNE UNIVERSITY OF TECHNOLOGY

## SKILLS

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- Extensive experience delivering Lean Six Sigma projects across multiple industries
- Excellent analytical skills
- Exceptional communication and interpersonal skills
- High experience in Adobe Creative Suite (Audition, Premiere Pro, Lightroom, In Design)
- High experience in business analytics and design software (BMPN, Signavio, ARIS, Sales Force, Tableau etc)
- High experience MS Office Suite (Excel, Access, Outlook, Project, PowerPoint, etc)

## EMPLOYMENT

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### CONSULTANCY WORK WHILE STUDYING

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#### **SCOPE AUSTRALIA – ACCESS SERVICES LEAD | OCTOBER 2021 –**

A fixed term consultancy role supporting Scope Australia's CIRC (Community Inclusion and Resource Centre) team with refining business to business processes in preparation for a national expansion.

- Management of 4 business units in Scope's CIRC team focused on supporting organisations refining their communication strategies supporting people with a lived experience in disability.
- Integrated Salesforce and Salesforce applications into CIRC teams
- Designed and delivered cohesive business model for Access Services teams to deliver bundled products.

#### **OTTO IT – PROJECT DELIVERY LEAD | OCTOBER 2020 – OCTOBER 2021**

A fixed term team management and continuous improvement role supporting a small specialty IT company in Melbourne's northern suburbs.

- Management of a project delivery team of 5 senior technicians to deliver I.T support, infrastructure, and continuous improvement solutions.
- Re-developed company database and analytics of ticketing systems for company reporting and metrics.
- Designed framework for company strategy review program.

### **TELECOMMUNICATIONS INDUSTRY OMBUDSMAN - TECHNICAL ANALYST | JUNE 2019 – June 2020**

A fixed term contract role providing technical training and telecommunications industry expertise to the TIO's dispute resolution team.

- Provided technical support and analysis for OPR's (Ombudsman Proposed Resolutions) and ACMA reporting.
- Developed and procured technical training for TIO dispute resolution officers.
- Provided support embedding plain English technical writing in the TIO's dispute resolution team.

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### **NBNCO | 2016 - 2019**

#### **CONTINUOUS IMPROVEMENT LEAD – BUSINESS OPERATIONS | NOVEMBER 2018– MARCH 2019**

A team lead and developmental role focused on managing a small project delivery team restructuring NBN's field and services pillar.

- Delivered ACMA Continuity Standards Project & received quarterly Spark award from CEO for uplifting Nbn & RSP regulatory process
- Delivered process & operational re-design for Nbn Field Supply & Demand pillar
- Delivered 'Fibre Overbuild' project for Nbn business segment for business pilot services

#### **CONTINUOUS IMPROVEMENT ANALYST – BUSINESS OPERATIONS | OCTOBER 2017– NOVEMBER 2018**

A highly versatile business process excellence role embedding continuous improvement projects with Nbnco's Field Services team.

- Extensive analysis & reporting of data to senior leadership group for project 'EXCEED'
- Delivered project 'HFC USE' & embedded initiatives for commercial, reporting, and operational improvements across multiple Nbn pillars
- Delivered in depth cost benefit analysis for multiple field & delivery consultancy projects for a 'Go or No Go' review for FY19

#### **BUSINESS ANALYST – STRATEGY & GOVERNANCE | JANUARY 2017– OCTOBER 2017**

A technical and business readiness support role focusing on embedding lean operational habits in Nbn's field and services team.

- Provided technical analysis to Nbn leadership team on Nbn project 'FREEZE' and project 'HUNTER'
- Provided technical writing & process procurement of Nbn's Field Service and Operations Guide
- Delivered technical writing for Nbn's Field Service & Assurance department
- Daily data analysis of Nbn project 'EXCEED' for field team

#### **TEAM LEADER– SERVICES ASSURANCE | FEBRUARY 2016– OCTOBER 2017**

A leadership position in Nbn's service assurance call centre.

- Coaching, management, and reporting responsibilities of large technical team
- Selected as assurance representative for 'On the Day' lead to support refinement of Nbn field program
- Recipient of quarterly 'Star Award' & 'Go Green Award' from Executive team for work on HFC Assurance pilot program, personal performance, and team performance

## VOLUNTEER WORK

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- Mixdown Magazine – Writer/Content Creator
- Purple Sneakers- Sub Editor
- RMIT City Journal
- In the Vein Magazine (Work in progress)

## REFEREES

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Available on request