

## AGILE DELIVERY | PRODUCT OWNER | CUSTOMER FOCUS

Highly skilled and dependable Senior Product Owner with a strong technical background. Possessing a degree and exceptional analytical abilities, brings extensive experience working across diverse platforms and devices. Expertise lies in successfully delivering and maintaining mobile and web applications. Collaborative by nature, excels at forging productive relationships with internal and external stakeholders, ensuring seamless coordination towards shared objectives. With confident and influential communication style, provides key information and authoritative advice, adeptly translating complex technical concepts for non-technical audiences.

### EXPERTISE OFFERED

❖ Product backlog maintenance	❖ Remediation of production issues	❖ Cross-Functional Collaboration
❖ Relationship Management	❖ Product Management	❖ Stakeholder Management
❖ Feature readiness	❖ Mentoring and coaching	❖ Quality Testing
❖ Prioritisation of features	❖ Problem Solving – Resolutions	❖ Agile understanding/experience
❖ Service Delivery	❖ Business Needs Analysis	❖ Data research & Analysis
❖ Customer Focus	❖ Requirements & Design Documentation	❖ Process improvement
❖ Incident management	❖ Jira and confluence	❖ Web and mobile apps
❖ Release implementation	❖ Regression Testing	❖ PIV Testing

### KEY COMPETENCIES

- ❖ **Problem Solving;** solves problems with technical knowledge and experience, scans for useful information, looks for underlying causes, and suggests alternative actions.
- ❖ **Financial Services Background;** 6+ years' experience in financial services industry. Strong understanding of financial products
- ❖ **Accuracy & Attention to Detail;** Meticulous and thorough approach, able to gather data, compile information, and prepare complex reports with accuracy.
- ❖ **Integrity;** gains the trust of others by taking responsibility for own actions and demonstrating honesty. Challenges others who are not acting with integrity.

### AWARDS

- 17 x GEM recognitions, Westpac Australia, July 2020 to June 2023
- Volt employee of the month – winner; Volt Bank, November 2019
- Super TECH award – quarter 3 winner; Westpac Australia, August 2018
- STAR award – quarter 4 winner; Westpac Australia, September 2017

### CAREER SNAPSHOT

- Senior Product Owner, App and Platform; Westpac, September 2022 – current
- Digital Product Owner, App and Platform; Westpac, July 2020 – September 2022
- Digital Product Owner, Web and App Channel; Volt Bank, May 2019 – July 2020
- Senior Manager, Digital Sales Quality; Westpac, November 2017 – May 2019
- Manager, Digital Service Quality; Westpac, May 2016 – November 2017
- Software Test Analyst, DesignCrowd; Revolution IT, October 2015 - April 2016
- Systems Specialist, Helpdesk; CHEP Australia, January 2010 – August 2015

## CAREER NARRATIVE

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### Westpac

#### Senior Product Owner, App and Platform

September 2022 – Current

#### Digital Product Owner, App and Platform

July – 2020 – September 2022

For an active user base of 1.3 million customers, I was responsible for the development and delivery of the regional brands quarterly mobile app releases for iOS and Android. I led a scrum team to ensure business initiatives are met and plan each quarterly program increment, to ensure the maximum team velocity is utilised. During each program increment I engage multiple stakeholders to ensure the correct governance framework is met. I have worked on multiple additional projects assigned to me that were delivered across Internet and Mobile banking releases. Post implementation I am responsible for monitoring of results and feedback and would work on planning the resolution to any outstanding issues. Whilst in the Senior role I also acted as a Mentor to newer Product Owners, training and guiding newer members of the team.

#### Key Projects:

##### Digital Gambling Block

Successfully delivered a feature for customers that allow them to block gambling transactions on their debit/credit card. Worked closely with CX and mobile development teams to build, test and implement solution ensuring that all business requirements are met. Key challenges included tight deadlines, multiple rounds of copy change due to legal obligations and the alignment of multiple development teams. Since release we seen over 30k uses of this feature on St.George, BankSA and Bank of Melbourne Internet and Mobile banking.

##### Duplicate payments remediation

Successfully implemented a change to the way payments are processed in the backend to remediate issues where there was an average of 170 duplicate payments processed a quarter totalling \$55,000 in value. Eliminated customer complaints and loss of funds.

##### Mobile First QR Codes

Delivered new capability to promote the servicing of financial needs through our mobile app using QR codes. These QR codes were used in branch as a way of increasing usage of the mobile app and reducing customers wait times. Each QR code was generated based on dynamic servicing deeplink and tagged so that performance could be tracked using Adobe Analytics.

#### Key Achievements:

- ❖ **Implemented more effective way of working;** after taking over duties as Product Owner of the native app development team, multiple changes were made to make the team more effective. These included moving and modifying the team scrum board in Jira, changing their cadence from Kanban to Scrum, introducing agile ceremonies and more.
- ❖ **Successfully mentored graduate;** successfully mentored Graduate (who was on a 3 month rotation) to become a Product Owner. Mentee is now a fully fledged Product Owner in the team.

### Volt Bank

#### Digital Product Owner, Web and App Channel

May 2019 – July 2020

While in this role I was responsible for the development and delivery of Volt Bank's Internet Banking Platform and mobile banking app. Working closely with external vendors and internal stakeholders, my main responsibility is to take business initiatives and manage their development from ideation to production deployment. I led multiple agile scrum teams through development and ensure their efficiency to maximise productivity by assisting them with cross functional dependencies. I helped prepare and document business requirements through development of user stories. To ensure that delivery timelines are met I managed and prioritised the scrum teams backlog and roadmap. I worked closely with the scrum teams to assist with workload by pitching in with tasks such as user story testing.

### Key Achievements:

- ❖ **Introduction of agile;** Being a start-up company that lacked a formal way of working I setup and implemented an agile operating rhythm. This included setting up the team workspace in Jira and confluence as well as agile ceremonies such as stand-up, grooming, showcase, planning and retro.
- ❖ **Development of the Internet Banking platform;** Leading the scrum team, I successfully built and deployed the Volt Internet Banking platform which is built on Temenos core banking product T24. Development of Internet Banking platform included features such as sign in and registration, 2 factor authentication, BPAY, payment transfers, transaction history and balances and profile administration. This was achieved by working closely with multiple external vendors and cross functional teams to align project goals.

### Key Projects:

#### Biocatch web and app integration

Built and integrated third party fraud detection and prevention capability in both the Internet Banking platform as well as the mobile banking app. This capability was instrumental in Volt Banks strategy to be completed before going to mass market.

#### UX/UI Uplift

Delivered UX driven improvements to the mobile app intended to improve customer experience, increase KYC conversion rates and promote customers to fund account. This was done by uplifting the copy and flow of KYC as well as creating a customer dashboard message.

## Westpac

### Senior Manager, Digital Sales Quality

Nov 2017 – May 2019

Responsible for ensuring Digital Sales pathways on all Westpac banking group brands and platforms are working as intended to help maximise the number of digital sales month on month. Helped prevent missed sales opportunities by working closely with the multiple IT support teams end to end in analysis and delivery of code changes to fix known issues with sales pathways. Assisted the Sales delivery team with data analysis/investigations and ensuring there are minimal to no impact to current sales pathways through post implementation verification.

### Key Projects:

#### Missing Applications

Delivered the successful remediation of a major issue where the operations team were receiving applications with missing address details which resulted in lost sales. Worked closely with operations to understand workflow and impact. Drove outcomes with development team by assisting with analysis and testing of change.

#### Name Duplication

Helped reduce a major pain point in application fulfilment where operations were receiving multiple credit card applications with duplications in first name. This created additional workload as the operations team would be required to contact customers in order to confirm correct name details. Key challenges included understanding how duplications can occur as well as developing a solution that can be delivered within BAU constraints.

### Key Achievements:

- ❖ **Creation of operating rhythm;** Digital Sales Quality was a new role and function created to help boost the goal of increasing digital sales. This required the creation of day to day operating rhythm and processes which were not in place.
- ❖ **Management of multiple platforms and teams;** established procedures to guide work and track progress of multiple remedy incidents and investigations. Developed a knowledge base through meeting with many stakeholders and teams
- ❖ **App Dynamics Dashboard;** worked closely with project manager, IT support and 3<sup>rd</sup> party vendors to

develop a monitoring tool that provides insight to overall health of multiple Digital Sales systems for deposits and finance products.

- ❖ **Delivery of minor enhancements;** worked closely with product and portfolio managers, to deliver minor enhancements to sales forms which included copy changes, removal of text and replacement of images and card art.

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## EDUCATION

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**Bachelor of Computer Science (Software Engineering);** University of Western Sydney

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## PROFESSIONAL DEVELOPMENT

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**Business Writing for Influence workshop,** CPA Australia, 2018

**Certified Scrum Product Owner,** Scrum Alliance, 2017

**SAFe Agilist,** Scaled Agile Inc, 2016

**ICAgile Certified Professional (ICP);** ICAgile, 2016

**ISTQB Certified Tester Foundations Level (CTFL);** ANZ Testing Board, 2015

**ISTQB Certified Tester Foundations Level – Agile Tester Extension (CTFL-AT);** ANZ Testing Board, 2015

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## TECHNICAL KNOWLEDGE

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**Applications:** Ms Office Professional Suite, Confluence, Adobe Analytics, HP Quality Centre/ALM, Jira, BMC Remedy

**Methodologies:** Agile (Scrum, Kanban, SAFe), Waterfall, V-Model

**Technologies;** Postman, Java, Selenium Webdriver, Selenium IDE, C, Html, SQL Queries, Desktops, Laptops, Servers, Windows OS, IOS Devices, Android Devices

**Demonstrated Knowledge:** Software Development, Story and epic creation, Sprint planning, backlog grooming, Test Case Creation, Test Case Execution, Defect Logging/Reporting/Tracking, Software Implementation, Software Release management

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## TESTIMONIAL

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*“Through managing Chris during his time in Mobile Service Quality, it was clear to me that he was dedicated to improving customer experiences through the delivery of quality outcomes. As his role was to resolve customer service quality issues within Online and Mobile banking, he was driven to provide the best outcome for the customer and ensure that subsequent customers were not to be impacted by the same issues. Chris proved to me that he was a strong communicator through his articulation of complex issues to both Business and Technology stakeholders. Most importantly though, Chris was a great team collaborator, always looking to achieve the teams outcomes with his colleagues.”*

**Reece Van Vliet; Senior Manager, Mobile Service Quality**

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## REFERENCES

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Available Upon Request