

Stephen Jeffs

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EXECUTIVE SUMMARY

A results-oriented professional with a proven track record in steering multifaceted roles and driving transformative change within core business functions, acting in both project delivery and service delivery domains. Demonstrated leadership in orchestrating continuous change programs, taking direct responsibility for the overhaul of operating models, product/service designs, and successfully implementing revised service delivery programs to ensure the substantial execution of election events.

Instrumental in shaping organizational structures and governance models for service delivery programs, demonstrating a comprehensive understanding of efficiency optimisation and strategic alignment within complex business landscapes.

EXPERTISE

Program & Project Management
Service Delivery Management
Process Design
Business Consultancy

Continuous Improvement
Cyber Security
Systems Integration (Waterfall & Agile)
Applications & Product Development

Industry sectors: Public Sector, Local Government, Federal Government, Telecommunications, Travel, ERP (HR & Payroll), Financial Services, Life & Pensions, Banking, Defence, Wagering

PROFESSIONAL DEVELOPMENT

Certified Prince2 Practitioner
SDLC certifications (waterfall & agile/iterative development)

EDUCATION

Bachelor of Science (Hons) - Computer Studies & Statistics

INTERESTS

Family, most sports including soccer and golf, artificial intelligence/deep learning (image classification & object detection)

WORK STATUS

Dual National - Australian Citizen & British Citizen
Australian Government Baseline Security Clearance, Granted 2014.
Working with Children Check, Valid to 2029

EMPLOYMENT HISTORY

Bricksee

2023-Date, Co-founder and CEO

Co-founder and CEO responsible for product concept and development of the brick detection model using state of the art AI deep learning object detection (YOLO) and image classification model architectures, as well as general responsibility for business and financial management.

Victorian Electoral Commission (Public Sector Agency)

2018 – 2023

Continuous Improvement Manager, Project Management Capability, Program Governance

- Multi-faceted role leading core elections business through a continuous change program including direct responsibility for re-engineering the core elections operating model product and service design and implementation of a revised service delivery program of work to support delivery of election events.
- Responsible for the organisational structure and governance models for parliamentary and municipal election service delivery programs.
- Project Management Capability manager working to re-align internal project management processes and portfolio planning ahead of the formal adoption of a PMO function.

Senior Project Manager

- Project Manager for a network infrastructure upgrade (wired and wireless) using state of the art Cisco switch technology.
- Responsible for whole of organisation roll out of Microsoft 365 SOE.
- Established a program of work to meet with the requirements of the Victorian Protective Data Security Framework (VPDSF), accompanying security standards (VPDSS), using ISO27001, with consideration for NIST's Cybersecurity Framework.

George Harley Associates Pty Ltd, Australia (Self Employed)

2012 – 2017

Senior Project Manager (Illion, Financial Services)

- Working as the IRAP project manager to deliver ICT systems and physical infrastructure consistent with the requirements laid out within the Australian Signals Directorate (ASD) Information Security Manual (ISM) using the NIST risk management framework.

Vendor/Business Project Manager (Jetstar, Travel/Airline)

- Vendor Manager working with call centre technology partners within the customer care team.

Senior Business/IT Project Manager (NBNCo, Telecommunications)

- Acting as the Business Readiness Lead for an order fulfilment platform uplift to support the increasing demands for FTTN & FTTB services delivered under the Australian national wholesale-only open-access data network scheme.

Senior Project Manager – (Telstra, Telecommunications/Federal Government)

- Project Manager within a complex program for the transformation of several government departments within the Department of Human Services onto a single managed contact centre service platform

Senior IT Project Manager (Jetstar, Travel/Airline)

- Interim Project Manager within the Digital & E-Commerce group extending and enhancing its Digital Channel offering through the launch of native applications for iOS and Android mobile devices as well as enhancements to its mobile web application.

Business Project Manager (Translating & Interpreting Service, Federal Government)

- Acting as the customer Business Project Manager for the delivery of a replacement telephony system, including IVR for a government department within the Department of Immigration and Border Protection (formerly DIAC).

Senior Project Manager (Telstra, Telecommunications/Federal Government)

- Business stream Project Manager within a complex program for the transformation of several government departments within the Department of Human Services onto a single managed contact centre service platform

**SMS Management & Technology, Australia
2010 – 2012, Consultant****Senior Project Manager (Telstra, Telecommunications/Media)**

- Worked within the Media Distribution business as the Technology Project Manager to deliver a very large, complex project involved management of the solution development work stream including site hardware, control system software and engineering test delivery. This included the build of a laboratory facility to emulate the entire Australian terrestrial network.

Senior Project Manager (Telstra, Telecommunications)

- Worked within the Credit Management business as the interim Business Project Manager for the replacement of Telstra's Fraud Management System.

Business Solution Project Manager (Telstra, Telecommunications)

- Worked within the Consumer Customer Experience business designing and delivering customer facing solutions using a combination of IVR and SMS media channels in supporting several Telstra call centre customer contact strategies deployed on the Siebel CRM platform.

Tender Project Manager (Suncorp, Commercial Insurance)

- Responsible for the delivery of a significant, high value tender submission to WorkSafe (Victoria) for the renewal of an incumbent agent Claims & Premium Management service for Victorian Workers Compensation. The tender was delivered on time to exacting standards with C-level executive stakeholder engagement and approval.

**Tabcorp Holdings plc, Australia
2009-2010, Senior Project Manager (Wagering Technology)**

-Responsible for the initiation and concept phase activities for the evaluation of solution alternatives for international and domestic pari-mutuel sports products delivered to the Australian domestic market targeted at internet, retail, and voice distribution channels.
-Specific responsibility for strategic planning, business case preparation, cost benefit analysis, capital acquisition planning and project planning against a multi-million-dollar budget.

**1998–2009 - Logica plc (formerly CMG plc & Admiral plc), UK. Associate Director,
Program Manager, Product Manager, Bid Manager****1994-1998 - IBM Global Services UK. Project Manager (Defence/Energy)****1988-1993 - Admiral Computing Ltd UK. Team Leader/Systems Developer
(Banking/Retail)****REFEREES –**

Mairead Doyle, Executive Director, Corporate Services, Victorian Electoral Commission.
Mark Huggins, Head of Growth Strategy & Corporate Development, Woolworths Group.