

Introduction

I have had the immense privilege of living in multiple countries, working for regional, national and international organisations. I have always enjoyed discovering new cultures and perspectives, and I believe those experiences have made me **adaptable, curious, and open-minded** – qualities that are important in any role.

My **technical knowledge, creative ability** and **interpersonal skills** have allowed for the development and implementation of innovative, user-centered projects.

Precise and proficient in my work, I habitually seek to **improve project outcomes**. I find great value in engaging with peers to inspire **creative collaborations**, and I encourage **constructive feedback** and diverse perspectives to achieve better results.

I am transparent and tactful, proactively seeking opportunities to support and advise team members and stakeholders alike. I pride myself on being highly trusted by colleagues and management alike.

Current role

Project manager
National Public Health Service, Northern Region

Aug 2022 - present
Auckland, New Zealand

Leading and supporting projects ranging from system builds to workforce transitions.

Providing change management support to national digital projects.

Maintaining project plans and status reports to keep relevant stakeholders abreast of changes, risks and progress.

Working with cross-functional teams, defining roles and responsibilities, setting deliverables and managing activities from initiation to completion.

Developing a Project Management Office, with cohesive processes, templates, planning and oversight of projects across the organisation.

Competencies

Continuous quality improvement • Collaborative • User focused • Adaptable • Innovative

Skill set

Productivity software

Microsoft suite: Visio, PPT, Excel, Word, Outlook

Web

SharePoint, various CMS, Salesforce, CSS, HTML, Wordpress, Google Analytics

Communication and Design

Indesign, Illustrator, Adobe PDF, Microsoft Teams, Zoom, MailChimp, SurveyMonkey

Operating systems

Mac OS, Microsoft Windows

Education

Honours B.A.

Multimedia and English, completed with Distinction
Dean's Honours List ('06 - '08)
Sept 2004 - 2008
McMaster University
Hamilton, Canada

Various courses around project management, digital technology, communication, stakeholder engagement, and cultural studies.

References

Available upon request

Background

Canadian citizen

Italian citizenship application in progress

Professional experiences, 2008-2023

Digital solutions specialist, Auckland Regional Public Health Service

Jan 2017 - Aug 2022
Auckland, New Zealand

Web and UX development: Working with vendors, IT support, and end users to support quality improvement and development of applications and websites.

Digital implementation: Creating and leading implementation plans for new processes and technology being adopted by the organisation.

Layout design: Coordinating with writers, designers and management to develop graphic material for organisational and public use (reporting, advertising, events, social media).

People support: Developing and delivering guidance and training around systems and content creation.

Art director and designer, AsiaLIFE Magazine

Oct 2014 - Aug 2015
HCMC, Vietnam

Improved the monthly publication with a **high standard** of layout design, content formatting and print proofing.

Collaborated with writers and photographers to develop **engaging story and photo concepts**.

Organised and directed photoshoots.

Production manager (web and print), Innovo JSC

Oct 2013 - Jun 2014
HCMC, Vietnam

Managed web design, print production and marketing/content teams to deliver cohesive projects across brands.

Enhanced company and client websites and publications by developing contemporary designs fit for purpose and audience.

Wrote and edited promotional text, articles, and client content.

Global reporting analyst, Standard Life Investments

June - Nov 2012
Edinburgh, Scotland

Created client reports, fact sheets and key investor information documents according to specific corporate branding and style guidelines.

Ensured timely completion and delivery through efficient collaboration and communication.

Communications assistant (web), ACT Alliance/ACT International

Aug 2009 - Dec 2010; June - Oct 2011
Geneva, Switzerland

Managed engaging and user-friendly website; maintained digital resources for efficient searching.

Supported internal and external staff with **IT solutions** for various programs.

Contributed to the first annual international assembly in Africa for ~200 members: design of event collateral; on-call design and IT solutions during sessions.

Digital specialist, Thinnox Design Academy

July 2008 - July 2009
Mississauga, Canada

Enhanced academy's profile with **digital and print** material; built interactive websites; maintained annual course catalogue.

Taught graphic and web design to students aged 6 to 50.

Website and print designer, Norske Kulturhus, British Business Group, Summa Education, Dobra Chocolate, Arts for Mobility

Nov 2014 - Dec 2018
International

Collaborated with directors, writers, marketing staff and teachers to create engaging graphic material used in events, branding, conferences and sales.

This freelance work required effective time management, cultural understanding, an openness to change and ambiguity, and constant relationship management.