

PROFESSIONAL SUMMARY

Experienced organisational behaviourist and certified change manager with over 8 years of experience in evolving organisational culture, communicating change, and growing leaders. Proven track record in strategic leadership, stakeholder management, and digital platform implementation. Passionate about enhancing employee engagement and organisational effectiveness through innovative programmes and industry partnerships.

My background includes:

- **Organisational Culture and Change:** Expertise in evolving organisational culture and managing the people side of change.
 - **Leadership and Management:** Proven experience in strategic leadership, team management, and stakeholder engagement.
 - **Communication and Networking:** Strong communication skills and ability to build relationships with diverse stakeholders. Excellent writing, editing, and proof-reading skills and experience with working closely with internal communications.
 - **Digital and Technology Implementation:** Experience in global and national organisations, leading roles in changing organisational design, culture, and HR operating models.
 - **Project Management:** Experience in project planning, budget management, and using data to inform decision-making.
 - **Agile Methodologies:** Certified Scrum Master with experience in leading Agile teams and implementing Agile processes.
 - **Writing and Editing:** Excellent writing, editing, and proof-reading skills; ability to source stories from clients and their employees.
 - **Certifications:** PROSCI, SCRUM, and PM certifications along with extensive leadership and people management training.
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EDUCATION

- **2023:** PROSCI Change Management (StepStone Consulting)
 - **2021/23:** MSc in Work and Organisational Behaviour, DCU (Thesis topic: Workplace Incivility)
 - **2019:** Intact Leadership Development (Adnova)
 - **2019:** Managing People (IMI)
 - **2018:** Professional Scrum Master (PSM I)
 - **2010:** Certificate in Project Management with MS Project (DKIT)
 - **2002/06:** BSc in Multimedia, DCU
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WORK EXPERIENCE

Change and Engagement Lead | Manager, Transformation Office | Deloitte | 2022 – Present.

- Led the strategy and operations of the change capability within Deloitte, managing a team of change managers to ensure successful change over several large-scale projects.
- Conducted data gathering and impact analysis on projects across different business units to understand and improve organisational transformation.
- Defined and designed the Transformation Office Change Framework and Toolkit for consistent change management and support.
- Designed and facilitated training of change management to the Enabling Areas within Deloitte.
- Collaborated to build an efficient, lean process for managing transformation in Deloitte Ireland.
- Coordinated with internal teams to advise and support change activities.
- Led the Deloitte Mental Health Network to raise awareness on Mental Health and support available to Deloitte employees including organising events and liaising with key stakeholders to ensure high impact through our guests and initiatives.
- Presented at Deloitte's Global Change Centre of Practice on Human Centric Change.

Scrum Master and People Development Lead | Intact Software | 2018 – 2022

- Advised senior stakeholders on Agile methodologies and led three software development teams of over 40 people resulting in 3 different agile processes and enhanced high performing teams. Mentoring the Team Leads on the people development.
- Implemented a new development career structure and led the technology implementation of SkillsBase and Udemy.
- Conducted initial screening interviews and identified strengths and weaknesses within teams to drive training and hiring needs.
- Introduced a Buddy system for new hires, achieving a 75% positive feedback rate.
- Initiated a Culture Audit with an external consultant and supported on its rollout.
- Supported leaders to become better, more effective, and more human in how they lead.

Occupational Health Coordinator | Servisource | 2016- 2017

- Led a nationwide occupational health screening project for the Department of Social Protection.
- Managed budget, resourcing, and logistics, and produced responses to project tenders.
- Developed strong interpersonal and relationship-building skills working with various stakeholders.

Business Owner / Physical Therapist | Seacrest Therapy | 2013 – 2016

- Specialized in physical therapy, holistic and sports massage, and reflexology.
- Successfully marketed and managed a physical therapy business with 150+ clients, achieving 90% repeat business.
- Demonstrated excellent writing, editing, and proof-reading skills in marketing content.

Localisation Project Manager | Brandt Technologies | 2009 – 2013

- Delivered multiple e-Learning localisation projects worth up to €250k.
- Managed stakeholder relationships, budget, resourcing, and final delivery.
- Led teams based in Dalian, China, and Dundalk, Ireland.
- Developed proposal responses and tender submissions.

Media Production and Events Coordinator | Various | 2007 – 2009

- Assisted in the coordination of events such as the Irish Open and Slane Castle Concert.
 - Managed various freelance TV production roles and animation production roles.
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ADDITIONAL INFORMATION

Volunteer Work:

I am an active participant in community outreach programmes focused on career development and employability including:

- iWish – Mentoring a female STEM student.
- Time to Talk as part of Business in the Community – Language and Career guidance support.
- Junior Achievement Ireland – Facilitating STEAM workshops for Primary School students.
- Age Action – supporting older members of society on how to use technology.