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 @KathyReid

Seeking leadership roles at the intersection of digital and emerging technology and technical communities, with a focus on open source.

kathy reid

PROFESSIONAL OVERVIEW 2016

2015

PLATFORMS AND OPERATIONS MANAGER

Deakin University - Channels and Platforms, eSolutions

Responsible for operational readiness, root cause analysis, incident management, service request fulfilment and team leadership across multiple digital channels, including enterprise WordPress, Squiz Matrix, Atlassian Confluence, JIRA and Stash, and Siteimprove.



2016

Conference 2IC

linux.conf.au 2016 Geelong

2013

DIGITAL DELIVERY AND OPERATIONS MANAGER

Deakin University - Digital Presence, eSolutions

Assigned to transform a team of up to 8 content administrators into Digital Producers, this role saw me implement **Agile** workflow based on the JIRA toolset for tactical work, while reducing SLA breach for operational workflow from 24% to 7%. Researched and delivered a strategic whitepaper on implementing an enterprise **multilingual** strategy, and was technical lead on several digital projects, including an enterprise CMS replacement - **Squiz Matrix**.



2014

2015

Master of Business Administration (Computing) - MBA

Covering finance, economics, project management, human resources management, strategic planning and leadership topics.



2012

DEAKIN MOBILE PROJECT LEAD *Deakin University - eSolutions*

Assigned specifically to the role to lead the requirements identification, business case, analysis, vendor selection of Deakin's first enterprise mobile application - Deakin Mobile.

Completed

- > ITIL Operational Support and Analysis
- > ITIL Release, control, validation
- > ISO 20k Certification

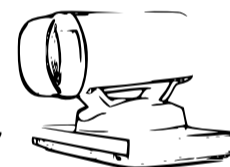


2013

VIDEOCONFERENCING SERVICE IMPROVEMENT LEAD

Deakin University - Information Technology Services

Brought in to lead a Service Improvement Initiative for the University's Tandberg videoconferencing service, this role required me to analyse Incident data, identify the root cause of customer dissatisfaction with the service, and implement Changes for improvement. Delivered a comprehensive Standards document, and defined and reported operational metrics and utilisation statistics to guide management decision making. Improved operational processes around the service, and automated room information, and designed, delivered training.



Speaker and media liaison, linux.conf.au 2012 Ballarat

2012

2009

BarCampGeelong convenor



2011

2012

completed PRINCE 2 Foundation

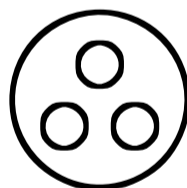


2009

ITIL PROBLEM MANAGER

Deakin University - Information Technology Services

Brought in to design and implement the ITIL Problem Management process within the organisation, my role involved gathering stakeholder requirements, documenting and validating the organisation's Problem Management process, implementing this within the existing toolset and training practitioners. During this time, a set of metrics and KPIs was also introduced which demonstrated a reduction in open Problems.



Bachelor of Arts/ Bachelor of Science (BA/BSc)

with majors in Information Systems, Indonesian and Security Studies - Distinction average

Deakin University



2005

2006

2009

completed ITIL v2 Foundation



2003

2001

WEB PROGRAMMER / TEAM LEADER

Deakin University - Web Team

The development of applications in PHP and Oracle on a primarily Linux backend. Skills required in CSS, HTML, XHTML, PHP, Smarty, PHPDoc etc. Other tasks include SMS integration, graphics work, database design, SQL. Managed team of up to 7 web programmers, including performance planning and reviews, code reviews, training plans, service definition and delivery, and operational escalation.

Won the Kompas national essay contest - with an essay on Indonesian-Australian foreign relations (in Indonesian)



1999

2006

1997

MAC OPERATOR, COPY TYPIST, WEB DESIGNER

Rainbow Ad Services, Geelong

Working in QuarkXPress, Photoshop, Illustrator to produce 4-colour negative and positive film for print production. Proofing and copy typing also involved. Moved into web design field using Dreamweaver, Lasso.



completed VCE (Year 12) with a entrance rank of 89.95



1996

2000