



Anna Rozhkova

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I'm a highly skilled Senior Project Manager who has spanned across Financial Services, Telecommunications, and Information Technology industries. I'm currently working at BCI Central, a leading provider of construction data and software solutions, as a Senior Delivery Manager of the Global Development Hub (GDH) that is based out of Jakarta, Indonesia. As the primary liaison for all GDH-related matters, I foster seamless collaboration between GDH and other companies within the Byggfakta Group worldwide - overseeing scoping and requirements definition phases, driving the end-to-end delivery / execution phases.

In my prior role as an Agile Delivery Manager at Telstra, I successfully managed large-scale infrastructure projects, seamlessly blending traditional project management principles with Agile development practices. At DXC Technology, I played pivotal roles in client engagement and strategic development within the End User Experience Platform (EUX) at the Commonwealth Bank of Australia (CBA). Here, I led client / business engagements to meet operational requirements and managed the development of strategic capabilities for the IT Service Desk.

Additionally, as a Project Manager in the EUX Platform at CBA, I successfully deployed Microsoft Office 365 to around 50,000 users, demonstrating my ability to manage projects on significant group-wide scale. I am well versed in a range of delivery methodologies, including Agile and traditional software delivery lifecycle management. I have extensive experience in cost / budget management and coordinating all facets of projects from discovery through to embed. Having also worked previously as an Events Project Manager, I genuinely enjoy unlocking business outcomes that are of tangible value to our customers.

Education

Bachelor of International Advertisement with distinction
Russian State University for the Humanities, Moscow, Russia

Sep 2008 - May 2013

Training & Certification

Diploma of Project Management and Production
WordShop Academy of Communications (founded by BBDO Group Russia and Branding Agency DDVB)

2012 - 2013

Agile Training using the Scrum methodology

2017

Core Competencies

- Project Management (Software Development, Telecommunications, End User Experience, Events);
- Scrum Master / Delivery Management (Agile and traditional software delivery lifecycle);
- Global Team Management;
- Strategic Stakeholder Engagement;
- Customer and Business Engagement at an Executive level;
- Expertise with modern productivity & collaboration solutions (Office 365, SharePoint Online);
- Risk and dependency management across multiple work streams;
- Stakeholder management, Negotiation, Conflict Resolution;
- PMO, Budget management for complex programs of work;
- Team building, facilitation, mediation;
- Analysis & Reporting;
- JIRA, Confluence, MS Project Plan, MS Office, Service Now, SharePoint.

Experience

Senior Delivery Manager
BCI Central, Sydney, Australia

January 2024 – Current

- Manage multiple teams to ensure timely and high-quality software delivery within CAPEX budgets;
- Manage projects, working with product-based teams and delivery managers across APAC, Europe and North America;
- Collaborate with business stakeholders across Europe and North America to establish clear requirements and roadmaps;
- Oversee global software development, ensuring adherence to best practices and Agile methodology;
- Coordinate with Jakarta-based Delivery Managers in setting up new product-based development teams;
- Provide executive status updates to senior management on global products, timelines, and budget adherence;

Experience

- Train individuals on AGILE practices and collaborate with Senior IT management on capacity and software projects;
- Work closely with CTO on establishing new product development teams and contribute to IT development budgets and reporting;
- Assist local teams with requirement gaps or leadership needs and organise product demos and testing phases during development;
- Proactively raise concerns or suggestions to improve efficiency and effectiveness;
- Transition projects to maintenance and business as usual at the end of software development.

Agile Delivery Manager

Jun 2022 - Nov 2023

Telstra Pty. Ltd., Sydney, Australia

UNICO IN – 3G Products Migration / Exit. This Program is migrating all the 3G Products off the UNICO IN platform onto a new Platform in readiness for a complete application and infrastructure sunset as part of the strategic target state.

- Create, manage, and maintain a detailed project schedule to manage the intricate Infrastructure deliverables;
- Manage project timelines and communicate with TPO and Product Owners to ensure project progress satisfactorily;
- Execute the program in an Agile delivery model (e.g. conducting sprint planning, stand-ups, retrospectives);
- Provide concise and accurate forecasting of the project work effort for resource and financial reporting activities;
- Create, manage, and maintain comprehensive project documentation such as project plan, logs, actions, and decisions lists;
- Work closely with TPO and Finance team to get approved budget for FY23;
- Manage the release scope and go-live activities.

Project Manager / Scrum Lead

Dec 2021 - Jun 2022

Telstra Pty. Ltd., Sydney, Australia

Mediator Re-Platforming Project. The Mediator platform is the key provisioning component in the activation space, where the application has interacted with 100+ interfaces. The first part of the project was to uplift the Mediator platform from Solaris to Linux. The intent of this uplift was to address Mediator performance issues in the Telstra production environment including those due to memory limitations. The second part of the project was to implement the CICD process across the mission.

- End-to-end Project Management - defining project scope and managing a schedule of work that can demonstrate regular and timely delivery of value;
- Scrum Master – facilitating team development whilst holding teams accountable for their commitments, removing roadblocks to their work;
- Manage the change and implementation of the CICD process across the mission
- Organise and facilitate all Sprint cadences (standups, planning, reviews and retrospectives) for the team;
- Support the Product Owner in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance;
- Agile Project Management Tools: JIRA, Confluence.

Delivery Lead Client Services – Commonwealth Bank of Australia / End User Experience Platform DXC Technology, Sydney, Australia

Jan 2020 - Nov 2021

IT Service Desk is the online support team assisting CBA employees 24/7 with any technology questions or issues. The main purpose is to be the single point of contact removing the complexity of IT Operations and Service Desk functions so the Bank can focus on its core objective in improving the financial wellbeing of the customers and communities.

- Lead Customer and Business engagement on behalf of DXC;
- Run the over-all Leading Edge initiatives, follow through action Items and come up with further actions;
- Provide Executive updates in Weekly and Monthly Operations Review;
- Handling CCMS (Complaints compliments management system) Escalations;
- Handling Executive escalations from the Bank;
- Prepare Executive level insights and packs for the Bank;
- Lead Volume Reduction Service Improvement initiatives and make sure that they are implemented;
- Conducting CSAT Analysis (Customer satisfaction);
- Workforce planning and preparation of all IT resources to be ready to meet the needs of the business.

Key Achievements:

- Improved Yammer & Self-Serve ticketing turnaround time from 24 hours to 4 hours
- A collaboration between EUX CBA / DXC Service Desk with Customer Service Network business where we ran a 6 weeks pilot to 10 branches and established daily IT operational health checks to address pain points on long wait times and timely resolution of issues
- Initiated a Proactive Problem Management initiatives where interaction volume reduced by 7% across all EUX Services. As a result, End User productivity has improved by approx. 31 hours and is also 3% from the 32K monthly SD volume.

Experience

Project Manager at Commonwealth Bank of Australia / End User Experience Platform DXC Technology, Sydney, Australia

Jan 2018 - Dec 2019

The Microsoft Office 365 program of work at CBA is migrated a number of on-premises workloads to Microsoft's cloud platform (Azure & Office 365) and Exchange 2016. This program is one of the largest Office 365 migrations in the southern hemisphere.

- Assembling, maintaining and collating project information to produce coordinated, consolidated and timely reporting (risks and issues, milestones, resources, financials);
- Manage Risks and Issues across multiple work streams;
- Provide timely and accurate reports for stakeholders across depended programs;
- Advise the project regarding timelines, dependencies based on aggregated reports across multiple streams of work;
- Monitoring logistics, taking action where these deviate from agreed tolerances;
- Raising and tracking of purchase orders, maintenance of PPMC (Project and Portfolio Management Center), Master list and Estimate tracker;
- Effectively communicate requirements to stakeholders, management of conflicts, issues and changes to ensure stakeholders and project team members remain in agreement on solution scope;
- Run the agile ceremonial cadence (sprint planning, retrospectives, daily standups, estimation sessions, huddles)

Key Achievements:

- Project managed the migration of key mailboxes attached to a range of business critical applications;
- As part of Exchange 2016 migration project, successfully delivered clean-up activity of critical personal and shared mailboxes across the Bank. Cleaned up 5 terabytes of data, allowing the migration to continue;
- Successfully assisted project leadership in managing the decommissioning of CBA's legacy content management platform including the migration of all web-sites to SharePoint 2013;
- Successfully assisted project leadership in the process of obtaining financial approval - \$4.4 M. The financial forecasting directly contributes to the key strategic investment decision / prioritization for the next financial year;
- Coordination of business transformation activities in support of an uplift of 545 web-sites across the Bank;
- Coordinated the ownership analysis for all SharePoint Sites to facilitate communications and change approvals;
- Proactively utilised Agile Methodology to deliver the above activities such as attending huddles, scrums and retros.

Senior Project Coordinator at Commonwealth Bank of Australia / Digital Workplace Platform TATA Consultancy Services Limited, Sydney, Australia

Jun 2017 - Dec 2017

As part of improving the utilisation of CBA assets and better property management, CBA rolled out a mobile application Sidekick (Navigate) to approximately 9000 employees, which eased day to day organisational activities specific to property management and real-time management of group assets.

- Provide central administration support including, resource management, correct allocation of cost for shared resources etc.;
- Collation and aggregation of reports across multiple sources;
- Ensure all risks, issues, scope changes, dependencies, budget and contingency are managed within guidelines;
- Ongoing reporting and data management of the following project areas across the project status, progress, resources;
- Evaluation and implementation of new project management tools, processes and methodologies to make recommendations for continuous improvement;

Key Achievements:

- Successfully trained a team of support staff to enable on-site support;
- Provided 2nd level support and escalation point to 3rd level support;

Events Project Manager Pty. Ltd Brooklyn Event Agency, Moscow, Russia

Feb 2013 - Nov 2016

Business Description: Brooklyn Event Agency is a full-cycle advertising agency focused on strategic events solving business challenges of various clients. The agency cooperates with the Russian and international companies and brands, such as Red Bull, Shell, Porsche, Nike, Bayer, Pfizer, YUM!, KFC, Toyota Bank, General Electric and many others. The projects of the Brooklyn Event Agency are sets of marketing arrangements, automobile presentations, marketing and PR, famous unveils international conferences and corporate events.

- Worked with the Russian and international companies and brands, such as Porsche, Toyota, Volkswagen, Nike, Red Bull, Pfizer, KFC, Schneider Electric and many others;
- Coordinated conferences, presentations, corporate, client and partner events, branding- and PR-projects;
- Project Managed exit MICE events, reservation tickets, coordinated hotel booking, reservation of venues for conferences and banquets, etc.;

Experience

- Development and integration of Mobile Apps on iOS, iPad and Android devices for conferences and online voting;
- Responsible for the overall project from tender to the implementation phase;
- Resource management including time allocations and recharging;
- Problem solving of issues such as conflicting agendas, technical setup, etc.;
- Recruitment and formation of project team;
- Coordinated work with contractors, venues, actors;
- Quality management of processes and procedures;
- Set priorities, carried out event scheduling;
- Established plans in agency advertising briefs in creativity, production, logistics;
- Maintained business correspondence with clients, partners, contractors;
- Managed billing and event payments;
- Managed resource contract negotiations.

Key Achievements:

- Successfully launched mobile live streaming event app for 50 cities across Russia;
- Successfully integration of Mobile Apps for conferences, online voting and a radio-channel;
- Managed and developed a strategic plan of action to ensure that the cost of the event remains under the pre-determined budget;
- Searched and negotiated suitable locations as per the requirement and budgetary constraints of client;
- Carried out all functions as per legal guidelines and regulations;
- Facilitated communication with professionals, including venue management, stand designers, caterers, contractors and equipment rentals to ensure efficient running of an event;
- Trained new and existing staff prior to the event so that all operations and duties were executed smoothly and as per plan;
- Coordinated events for up to 1,500 delegates;
- Improved overall management capability and efficiency through benchmark design of feedback form enabling accurate review of strengths and weaknesses.

Events Project Manager

May 2012 - Dec 2012

Pty. Ltd MOST Creative Club, Moscow, Russia

Business Description: MOST Creative Club is a creative Event & Digital-agency. It is one of TOP-5 Russian agencies in the segment "Interactive" (according to the Association of Communicative Agencies of Russia, 2014). The main specialization of the agency is event scheduling, promo-companies on the Internet and integrated solutions.

- Coordinated conferences, corporate events and festivals;
- Developed outstanding non-standard forms of promotion, used modern technologies during the process of organisation of events;
- Development and integration of Mobile App for various events;
- Project coordination, setting tasks for participants, discussing necessary information and managing problematic situations and escalations.

Key Achievements:

- Successful launch of the Mobile App and website for event live streaming for a telecommunications company;
- Trained new and existing staff prior to the event so that all operations and duties were executed smoothly and as per clients' guidelines;
- Assisted with planning and running two major events simultaneously;
- Successfully developed on-the-spot contingency plans during adverse weather conditions.

Project Manager / Producer

Jan 2011 - Apr 2012

The Centre for Social Projects "Youth Intellectual Resource", Moscow, Russia

Business Description: the Centre for Social Projects (Youth Intellectual Resource) is the autonomous non-profit organisation focused on creation of social advertising, social projects as well as various events promoting actions against social problems.

- Coordination of exhibitions and festivals;
- Coordination of feedback and responses on all requirements and inquiries of clients with observance of the terms established by the client;
- Communicated with partners, sponsors, actors and contractors;
- Searched sponsors to implement the projects;
- Implemented my own project from the concept to complete advertising campaign (including fundraising and budgeting, searching for team, actors etc.).

Personal interests

Production of own projects

Fashion Project. Producing junior fashion designer.

Social Project. Compiled series of videos with participation of celebrities for the project "Byt ryadom" ("Side by side") of the Charity Organization "Volunteers helping Orphans". Famous Russian sportsmen and celebrities took part in video-shootings.

See more on my website <https://annarozhkova.com/projects/>

Participation in Russian and international advertising festivals

2013 - Social advertising festival "Ostrov MIR", Moscow, Russia

1st place - "Commercial of the year" (awarded with the certificate)

Description: An annual international noncommercial festival of creative youth in social and national advertising.

2012 - International advertising festival held by Hallym International Medical Tourism Education Center & Cheong Shim International Medical Center, Seoul, South Korea

1st place (awarded with certificate)

Developed the strategy of an advertising campaign to introduce medical tourism of South Korea to the Russian market.

Description: The international festival was held in South Korea for the purpose to develop the strategy of advertising campaign to promote medical services of South Korea in other countries of the world. The leading experts in advertising were on the list of jury of competition. The chairman of jury was the Sc. D. professor Shin (In Sup Shin) who is the leading expert in advertising and public relations in the countries of Asia, the founder of modern advertising industry in South Korea.

2012 - Social advertising festival "Ostrov MIR", Moscow, Russia

2nd place - "Commercial of the year" (awarded with the certificate)

Description: An annual international noncommercial festival of creative youth in social and national advertising.

References

Available upon Request.