

Contact

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Top Skills

Account Management
Business Development
Digital Marketing

Certifications

Commissioner of Declarations
Certificate IV Finance and Mortgage
Broking
Cybersecurity Risk and Strategy
RG146
Graduate Certificate in Business

Norman Roberts MBA

Exemplary people leader utilising a creative flair for business blended with ethics and unwavering compliance standards ensuring innovative Operational excellence.

Runaway Bay, Queensland, Australia

Summary

MBA qualified, Business Analyst (BA) specialising in Business automation, digitisation, systems, workflows, process and people..

Experience

MyOps

6 years 1 month

Business Consulting

December 2017 - Present (6 years 1 month)

Gold Coast

A proficient Business Analyst focused on digital integration strategies and providing consultancy services to small and medium-sized enterprises (SMEs), offering expertise in analyzing, designing, and implementing optimal business practices to attain operational excellence.

Digital Project Manager

October 2019 - Present (4 years 3 months)

Gold Coast, Queensland, Australia

Overseeing cross-functional methodologies to ensure timely project completion through consistent and concise communication with stakeholders via diverse off-the-shelf applications. Orchestrating the engagement and collaboration of third-party consultants across marketing, software development, digital marketing, and systems analysis and design.

EQC Wealth Management

2 years 2 months

Chief Operating Officer

February 2016 - October 2017 (1 year 9 months)

Gold Coast, Australia

Leading operational management to streamline processes while driving sales growth across diverse sectors including real estate, marketing, telemarketing, accounting, lending, insurance broking, client services, and conveyancing.

Accountable for amplifying sales within a prominent financial management firm specializing in innovative home loan elimination strategies and property sales.

Senior Manager Finance Operations

September 2015 - February 2016 (6 months)

Ashmore

In my role as Lending Manager, I spearheaded the development and direction of a proficient team of home finance lenders and client relationship managers, focused on delivering tailored lending solutions to clients nationwide. I prioritized accuracy, urgency, compliance and adherence to procedural excellence to ensure swift and precise execution of lending scenarios, catering to clients' needs promptly and effectively.

Westpac

6 years 9 months

Full Service Senior Westpac Bank Manager

March 2010 - September 2015 (5 years 7 months)

Southport, Gold Coast

Led a large team of finance professionals at the largest Gold Coast Westpac Branch, overseeing a comprehensive full service suite of banking products and services. Managed two specialized Home Finance Managers, a senior Financial Planner, an advanced Financial Planner, and a seasoned commercial lending veteran with 26 years of experience in Commercial and SME lending. Additionally, directed staff catering to premium and small business customers.

Regional Director Of Home Finance Managers

March 2013 - August 2015 (2 years 6 months)

Gold Coast Mc, Queensland, Australia

Accountable for recruitment, training, and development initiatives for the Home Finance Management team across the Gold Coast region, driving Westpac's prominence as the preferred destination for diverse home finance requirements. Training, mentoring, coaching and development whilst maintaining high compliance and responsible lending practices.

Regional Relationship Director

December 2014 - January 2015 (2 months)

Gold Coast

Spearheading cross-functional initiatives aimed at prioritizing customer outcomes, value, and experiences. Cultivating a customer-centric culture centered on satisfaction and success, while recruiting and nurturing high-

caliber executives to develop a top-performing department. Focused on crafting seamless customer experiences that maximize share of clients total banking needs and drive revenue generation through portfolio growth and retention.

Regional Director of Local Business Banking

May 2011 - February 2013 (1 year 10 months)

Gold Coast Mc, Queensland, Australia

Responsible for leading recruitment, training, and developmental programs for the business banking team spanning the Gold Coast region, instrumental in elevating Westpac's stature as the go-to choice for diverse commercial finance needs. Implementing robust training, mentoring, coaching, and development strategies while upholding stringent compliance standards and promoting responsible lending practices.

National Mortgage Broker Accreditation Manager

January 2009 - March 2010 (1 year 3 months)

Queensland, Australia

Designed and implemented the National end to end accreditation process for Accrediting new to Westpac Brokers and existing brokers across Australia by training and familiarising Finance Brokers in Westpac Home Finance Lending Policy, procedures and systems. Responsible for Queensland, Western Australia, Northern Territory, NSW and South Australia.

Westpac Group

Regional General Manager North Queensland

February 2015 - May 2015 (4 months)

North Queensland

This role relied on a proven success in team management and aligned to a customer-centric ethos. This role required strategic thinking adept at aligning customer requirements with business goals, harnessing the power of data analytics to inform decision-making and spearhead transformative initiatives. My leadership was characterized by "an unwavering dedication to operational excellence and a strong advocacy for meeting and exceeding customer needs."

Inner Performance Coaching

Director and Owner

January 2007 - February 2009 (2 years 2 months)

West Hollywood, California

As a High Performance Coach, I specialize in propelling individuals to achieve exceptional results by cultivating impactful behaviors. My focus is on Inner Performance, harmonizing personal aspirations with core business objectives to unlock true potential and elevate personal and professional success to the next level.

BankWest

Commercial Lending Manager BDM

2006 - 2008 (2 years)

Sydney CBD

Commercial lending acquisition, refinancing and structuring debt through proactively sourcing independent commercial referral sources and developing into trusting long term partnerships.

Westpac

Business Finance Manager

May 2003 - May 2006 (3 years 1 month)

Sydney, Australia

Sydney CBD Commercial Lending Manager and loan writer.

Bank of Melbourne

Business and Investment Services

May 2000 - March 2003 (2 years 11 months)

Education

RMIT Online

Cyber Security Risk and Strategy, Information Technology · (2021 - July 2021)

Australian Institute of Business

Master of Business Administration (MBA), Business Administration and Management, General · (2016 - 2018)

Australian Institute of Business

Graduate Certificate of Business, Master of Business Administration · (2016 - 2017)

National Finance Institute

Certificate IV, Finance and Mortgage Broking · (2015 - 2016)

National Finance Institute

Diploma of Finance and Mortgage Broking, Mortgage Broking · (2015 - 2016)