

Petrina Ryan

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☎ 0478 435 157

KEY SKILLS

- Process Improvement (Lean / Six Sigma / Kanban)
- Technical and Business Writing
- Excellent written and verbal Communication skills
- Process Mapping and Modelling
- Capability Development/ Training
- Auditing (AS3901) & Assessment (CMMI)
- Design Thinking
- Business Process Management including process mapping, modelling, improvement automation
- Project Management, at a singular and portfolio level
- Facilitation of Improvement Activities across National and International borders.

PERSONAL SUMMARY

I am a seasoned Process Professional with a passionate objective to drive improved business and quality outcomes and experiences for organisations and staff. A diverse range of skills, experience and interests makes me comfortable in dealing with multiple stakeholder groups and delivery methodologies to achieve these outcomes.

PROFESSIONAL EXPERIENCE

Principal Consultant

Your Process Partners (August 2021 - Present)

Delivery of Process Improvement and Technical Writing Initiatives for a range of clients. (further details provided upon request)

Industry Domains

- Software Development
- Small Business
- Financial Services

BPM Delivery Lead - Process Design Lead

Bendigo and Adelaide Bank (July 2013 to August 2021†)

Design, Improvement and Delivery of Process Improvement activities for the BPM Capability, while ensuring alignment with existing internal and external frameworks.

Key Responsibilities

- Instigation and nurturing of the BPM In-Business Development Community
- Development of the BPM Delivery Framework for the BPM Capability
- Identification, assessment, conceptual and detailed Process Design, Implementation of Processes Improvement activities
- Provide “blue sky” strategic thinking and respectful challenge to Group Process Improvement leadership
- Support and capability uplift for Team Members

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EDUCATION & TRAINING

Wide Range of formal and Informal Training and Development

- BP Trends
- LEAN / SixSigma
- ISO 9001 Auditing
- Training and Assessment
- Work Health and Safety
- Workplace Supervision

INTERESTS

- Effective and Efficient Processes
- Customer & Staff Experience
- Providing value to organisations, employees and society
- Workplace Innovation
- Helping people gain the skills to enhance their career aspirations
- Environment and Sustainability

Achievements

- BPM In-Business Developers deployed more than 20 applications to improve effectiveness and efficiency of operational processes.
- Initiated agile (SCRUM) delivery method pilot to improve time to market and cater for evolving business requirements.
- Delivery of time critical automated process solutions on time and compliant with business needs.
- Represented at International Conference with speaking session about Business Process Automation Outcomes using Appian.

Various Roles- Manufacturing Technician - Business Process Management SME

BAE Systems Australia (circa 1990– July 2013)

From a Manufacturing Technician through to Business Process Management SME, I built upon a strong Defence manufacturing, project and process background and fulfilled a variety of roles that enabled me to hone my wide and diverse skillset.

Key Responsibilities –

- Design, development, implementation and maintenance of Process, Work Instruction, Process Instruction elements of the organisation's Business Management System (BMS).
- Process Improvement Consultancy for all areas of the organisation.
- Delivery of cross Business Unit and Functions Process Standardisation and Improvement.
- Development and trialling of manufacturing Instructions to assist with consistent, high quality manufacturing of a wide range of electrical, electronic and finally assembled products.
- Collaboration and shared leadership of international Business Process Modelling Capability.

Key Achievements – Business Process Management SME

- Process standardisation, consolidation and process modelling for multiple business areas to enable transition into the organisation's new BMS.
- Designed and implemented methodology for robust linkage and related impact analysis of process documents, frameworks and standards using metadata.
- Designed and delivered training across the organisation to