

## PROFILE

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Catherine is an experienced Operations Manager with over 18 years management experience primarily in international risk consultancy and 7 years providing administrative services to major oil and gas operators in the United Kingdom. From 1981 to 1988, she worked for major oil companies in Scotland in a variety of senior administrative roles. In 1988, she joined Det Norske Veritas (DNV) an International Risk Consultancy and was responsible for managing the administration team to develop and maintain effective business systems to support the dynamic nature of the consultancy business. During 1993-1995, she completed a Post-Graduate Diploma in Management Studies. A transfer to Sydney in 1996 involved a promotion to Operations Manager responsible for the day-to-day operations of the consultancy business across Australia and New Zealand. In 2000, she started her own business and joined in partnership with Business Essence to provide business process development and improvement as well as change implementation services to government agencies, operating and service companies.

## ACHIEVEMENTS

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**Managed a process re-engineering project for a Government Regulator.** Project managed the development of a risk-based approach to assessing applications and developing processes and procedures for implementing government regulations for explosives and security sensitive substances. This led to justifiable and consistent decision making, traceability of documentation as well as successful change management of team accountability, capability and focus.

**Facilitated process improvements for an Energy Retailer.** Interviewed key staff across 4 core business areas to analyse and develop the current picture of the pricing processes. This identified linkages and interfaces as well as gaps, overlaps and duplications. Simplified the complexity of the processes and presented significant improvements to senior management to enable a redesign of core processes and restructure towards their desired picture.

**Facilitated the development of a business plan for a start-up web based marketing company.** Conducted data gathering interviews and facilitated strategy and risk management workshops to develop a 3-year business plan for a start-up company. This enabled them to ultimately seek venture capital for their new business.

**Designed an effective audit system for new Government Regulations to monitor and improve core activities.** Developed an audit system for a government Greenfield operation to monitor critical activities and drive continuous improvement. Conducted the audits and the findings resulted in improvements to systems and processes, a requirement for further training, a focus on improving communication and decision making and a realignment of authority to responsibility.

## AREAS OF EXPERTISE

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- Design and implementation of business processes
- Auditing business systems and processes
- Project management
- Leadership and mentoring

## SKILLS & STRENGTHS

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- Experienced operations manager who harmonises team strengths and expertise
- Strong financial management to balance day-to-day operations within budget requirements
- Proven capability to effectively solve problems in a dynamic, fast-paced environment
- Ability to balance multiple projects and deliver to tight deadlines
- Focused attention to delivering results and adding value
- Gained a reputation for 'making it happen' with limited resources in a competitive environment

## QUALIFICATIONS

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Postgraduate Diploma in Management Studies (1995)  
Robert Gordon University, Aberdeen, Scotland UK

Diploma in Business Administration (1981)  
Bell Institute of Technology, Glasgow, Scotland UK

Courses: Total Quality Management  
Quality Assurance Course (ISO 9000 Standard)  
Accredited Safety Auditor  
Modern Safety Management