

## Louise Collins

Louise Collins is an experienced change manager and business analyst. She is a natural leader and an accomplished communicator, with a strong track record of delivering practical, pragmatic and cost-effective outcomes.

Louise has significant expertise in several business sectors including health, education, banking, telecommunications, police and not-for-profit.

Louise's strengths lie in her communications and analysis skills, and her positive attitude towards resolving challenges. She is particularly passionate about understanding business drivers and requirements, and delivering quality business outcomes. Some examples include:

- Engaged to correct and deliver a major project that was in disarray. Critical commercial and technical parameters were ill-defined. Activities included the re-presentation of the project's business case and budget, establishment of formal project disciplines, correction of a problematic supplier relationship, and the successful rollout of equipment to 7300 staff nationwide.
- Led a process to select and implement a registration and monitoring system for a national professional body. Activities included negotiation of requirements, management of formal selection process and oversight of system implementation.
- Worked on the analysis phase of a major project to integrate several fund management systems for a large government agency. Activities included requirements elicitation, and the development of an enterprise data model.
- Engaged to support the establishment of a new business to distribute pharmaceutical information to pharmacies and the general public. Activities included design and implementation of an information system, development of all business processes, achievement of ISO accreditation and establishment of communications channels.

While much of her work focuses on business challenges, Louise's understanding of technology enables to rapidly assess the implications of any technical problems in the projects she manages. She works with all personality types, and is adept at gaining support for change programmes.

Louise holds a Bachelor of Science (Hons.) in Geochemistry from Victoria University of Wellington. Outside work, Louise relaxes by spending time with her family, cooking and practising Shaolin Kempo martial arts.

A copy of Louise's full résumé is available on request.