

Introducing: Cindy Groth

Bachelor of Arts

Professional Writing and Communication

Assertiveness and Influencing

Certificate III in Business

Train the Trainer

Effective Business Writing Skills

Cindy has experience in developing, managing and implementing change management strategies for IT Service Delivery Projects across a variety of organisations – small to large. She has extensive experience in developing and implementing internal communication and training strategies, business process improvement, service quality and the resolution of customer, technology and process issues (end to end).

Areas of Experience

Cindy can provide support by employing her exceptional skills in the following areas:

- Change Management Strategies
- Communication
- Workplace Training
- Business Process Improvement
- Business Analyst
- Strategic Planning
- Stakeholder Management
- Data Analysis

Project Management Support Experience

Industry	Project	Description
Water	Information Technology and Strategic Planning	<ul style="list-style-type: none"> • Develop, communicate and deliver change management strategy for the Maximo project • Develop and deliver change impact assessment for the Maximo project • Develop communication strategies for various IT service delivery projects • Develop, maintain and deliver communications plans for various IT service delivery projects • Develop, communicate and deliver training plans for service delivery projects • Identify and manage key stakeholders • Identify resources required • Deliver new change and communication framework for the Information Technology and Strategic Planning business unit • Deliver presentations to key stakeholders • Identify and document business unit and project communication risks and dependencies • Identify and document business unit and project communication, change and training risks
Consulting	Change Management	<ul style="list-style-type: none"> • Data analysis • Document review • Process improvement documentation • Work with stakeholders and staff to facilitate smooth transition during company takeover • Business Process documentation and improvement • Design and document internal communications strategy. Including brand awareness and consistency. • Work with company to develop two external websites • Design and document internal sharepoint structure and content for improved documentation quality and content • Document review
Media	Technology	<ul style="list-style-type: none"> • Gather requirements and document current contact centre

Industry	Project	Description
	Enhancement	<p>processes in preparation for rollout of TEP projects</p> <ul style="list-style-type: none"> • Work with business stakeholders to gather, develop and document business requirements for the implementation of Advanced Call Routing Solution via Genesys • Liaise with business groups to determine business impacts of Siebel CTI implementation • Develop, communicate and deliver change management strategy for Siebel project • Develop, communicate and deliver communications strategy for Siebel, Genesys and Cyber Ad projects • Identify and manage key stakeholders • Identify roles and responsibilities • Develop and deliver change impact assessment for Siebel, Genesys and Cyber Ad projects • Develop, communicate and deliver training strategy for Siebel, Genesys and Cyber Ad Projects • Participate in User Acceptance Testing • Develop, co-ordinate and execute training schedule for Siebel project • Deliver presentations to key stakeholders and Super User groups • Identify and document business unit and project change risks and dependencies • Identify and document business unit and project communication, and training risks
Research	Preventative Health Flagship	<ul style="list-style-type: none"> • Support Director of Flagship and follow up business development opportunities • Development/management of internal SharePoint database • Develop speeches for CSIRO events • Maintain outgoing flagship expenses in SAP • Manage flagship SharePoint content
Utilities	Operational Change Management	<ul style="list-style-type: none"> • Coordination of all Communications for Gas & Electricity projects • Design, development and maintenance of Project web site content • Development & distribution of project communications • Stakeholder Management – key stakeholders, steering

Industry	Project	Description
		<p>committee, internal customers</p> <ul style="list-style-type: none"> • Change Management • Creation of work instructions & user guides • Project promotion and event coordination • Documentation of training materials • Change Management of project documentation • Management of customer project enquiries • Manage work allocation
Finance	Operational Communications Coordination	<ul style="list-style-type: none"> • Maintaining and develop an efficient and effective Press/PR function • Reporting and management of CIMA media and advertising coverage • Media liaison point • Management of CIMA's Press Centre • Event coordination: press launches and related events • Preparation of monthly Accounting magazine article • Creation of external and internal communications • Coordination of media events, press releases and maintenance of press office budget (approx 220K GBP) • Design and implementation of a new administrative system for the press office • Development of an internal press clippings evaluation service for use by Senior Management Team • Project management of the publication of the CIMA Passed Finalists List in several major national, regional and trade magazines • Creation of a corporate databases: speakers employers' company magazines • Development of a weekly Chief Executive congratulatory letter initiative to leading CFOs and CEOs
Utilities	Internal Process Improvement	<ul style="list-style-type: none"> • Development of internal communications for process improvement • Communications management • Participate as subject matter expert on communications & change management for Customer service projects.

Industry	Project	Description
		<ul style="list-style-type: none"> • Development and maintenance of Intranet Content and Design • Development and documentation of business processes and Work Instructions • Monitoring of Project Status reports • Member of Intra/Internet steering committee • Performance of User Acceptance Testing • Participation in systems and process implementation

Business Skills

Cindy has superior Change Management skills and is able to assist companies, small or large, with the development and implementation of change management strategies. She has mastered her skills in the following areas:

- Excellent verbal and written communication skills
- High level of initiative
- Planning, organising and problem solving skills
- Ability to liaise and communicate effectively with all Management levels
- Positive, participative, proactive and customer focused
- Honest, hard-working and reliable
- Ability to perform well under pressure
- Adaptable and flexible

Q & A with Cindy

What is my best client memory?

My best client project/memory is: NewsLimited (NewsAdvantage) we successfully delivered 3 major systems, Siebel, Genesys and CyberAd over a short period of time to an audience who was quite change resistant. To see the end-user move through the change transition curve with the help of myself and the project team was a huge positive change to the culture and to the business. Senior Management to the end-user recognised the need for Change Management.

Why do I do what I do?

Because good change management and communication get forgotten about in the need to deliver ICT projects too quickly. I have a passion to help deliver projects smoothly through effective communication and with the right change management tools and processes so people from the sponsor level, to PM's, BA's, SME's and the end-user, benefit.

Why do you need someone like me?

I have over 10 years' experience across a variety of blue-chip organisations working in Change, Communication and Training at Project and Program level. I am a trustworthy, hardworking, adaptable person with excellent interpersonal skills who enjoys moving people through change. I am a team player and happy to help out with data analysis and testing to get the job done.