

## Introducing Tammy Kronawitter

Better Business Analysis (2011)  
Certificate IV Project Management (2011)  
Kepner Tregoe – Problem Solving and Decision Making (2010)  
Certificate IV Front Line Management (2007)  
Project Management Fundamentals (2010)  
Effective Consulting (2007)

Tammy brings to the team experience in projects.

Tammy is an expert in business support for busy project environments and implementation and deployment of projects. Tammy brings to the team experience in project support and project management specifically implementation of both complex and simple projects.

## Areas of experience

Tammy can provide support by employing exceptional project management skills to assist in the delivery of:

- Logical approach to decision making
- Supply of excellent project or project related administrative support services across all project portfolios within the project management team
- Assisting with effective communication between project management and the business
- Providing central project support services to the team, and the rest of the business
- Maintaining central project records
- Producing regular management reports, as well as producing monthly financial reports and tracking budgets
- Process Maps
- The following support functions
  - Advice and guidance on project management tools (including risk registers and project delivery plans)
  - Provides administrative services (filing, collection of financial actuals/data)
  - Provides a central source of expertise in specialist support tools

## Project Management Support Experience

Tammy's project and industry experience:

Industry	Project	Description
Finance and Insurance Industry	Finance and Improvement Project	<ul style="list-style-type: none"> <li>• Coordinating key deadlines</li> <li>• Coordination of training programs (including materials, attendees, follow-ups, and change management initiatives)</li> <li>• Reinsurance contract administration</li> <li>• Project management support functions</li> <li>• Project month end financials</li> <li>• Coordinating financial and insurance related year end processes</li> <li>• Liaising with external auditors</li> <li>• Assisting with bi-monthly board papers</li> <li>• Team meeting minutes and agendas</li> </ul>
Finance and Insurance Industry	Client Relationship Management (CRM)	<ul style="list-style-type: none"> <li>• System upgrade to web based application, staff training, change management, deployment and workflow automation (including user requirements and</li> <li>• Information technology (IT) specifications) across the organisation.</li> </ul>
Retail Industry	Achievable KPI's	<ul style="list-style-type: none"> <li>• Setting and achieving realistic targets for teams and individuals</li> <li>• Persuasive selling techniques</li> <li>• Cross-selling techniques</li> <li>• Month end recording</li> </ul>

## Business Skills

Tammy has superior management, leadership and planning skills in project management. Tammy has excellent communication skills in the coordinating of project related initiatives and developments including:

- Reports
- Training delivery
- Documentation
- Procedures for implementing systems and solutions
- Obtaining buy-in from key stakeholders
- Communicating benefits of change to staff
- Facilitating risk workshops