

JASON BRADSHAW

INSPIRE. ENGAGE. DELIVER.

ADDRESS PO Box K169, Haymarket, NSW 1024

MOBILE AUS + 61 423 55 77 54

USA +1 646 543 7460

EMAIL jason@jasonbradshaw.com.au

WEBSITE www.jasonbradshaw.com.au

@jasonbradshaw Jason Bradshaw Jason Bradshaw

Entrepreneurial and passionate in delivering leading customer service operations through enabling individuals and teams to achieve, personal, team and organisational success. My career experience includes over 10 years championing and delivering quality customer service outcomes, staff engagement and organisational change. I believe in challenging the status quo and my process re-engineering, communication, change management and leadership skills are all enablers to delivering today and in the future.

Established first business at age of 14, JSB Distributing.
Reselling telecommunication and office equipment. This demonstrates that my passion for business and entrepreneurship is part of my DNA.

PRIMARY SKILL SETS

- LEADERSHIP
- PROCESS & CAPABILITY MANAGEMENT
- CHANGE MANAGEMENT
- OPERATIONS MANAGEMENT
- SERVICE DIFFERENTIATION
- ENGAGEMENT MANAGEMENT

Nominated Young Queenslander of the Year 1994 & 1996

Nominated "Young Manager of the Year" Queensland Excellence Awards

Nominated "Young Manager of the Year" Queensland Excellence Awards

ACON Health Limited – Executive Director and Chair of Finance and Audit Committee

Nominated AFR Boss "Young Executive of the Year"

\$10M
Retained at risk revenue

+24%
Increased customer experience

+30%
Increase Staff Retention
as NCSM at OPTUS

"Jason is one of the most motivational managers I've ever had the pleasure of working for. His unwavering customer focus is a constant driver for his team to better their performance and improve customer satisfaction."

Brent Lucadou-Wells, Reporting & Capability Analyst Optus reported to Jason at Singtel Optus

+100%
Increased customer experience

+11%
Increase on revenue above budget
as ODM at OPTUS

+100%
Turned on revenue faster

+85%
Increased customer experience

+70%
Increased employee engagement

+50%
Increased in speed of delivery
as NCTOM at OPTUS

"Jason is a conscientious and energetic employee who strives for and achieves results. Jason is ambitious and dedicated to being an expert in his field. He is a valuable member of the team and he is passionate about improving service for his customers and stakeholders."

Chris Gillis, Senior ICT Vendor Manager NSW Department of Services Technology & Administration

"Great presentation"
"What an incredible presenter - fantastic!"
"Well presented, good incorporation of technology"
Gartner Symposium 2010

+\$100M
ICT Program Launch

+\$4.1M
Savings Achieved

+1ST
Ever Staff Engagement Program launched

+50%
Reduction in process times developed
at NSW Procurement

WORK HISTORY

2001 - 2004 TELSTRA CORPORATION LTD

- COACHING AND PERFORMANCE DEVELOPMENT SPECIALIST**
March 2001 – January 2004
- ACTING TEAM MANAGER**
79 weeks
- ACTING SUBJECT MATTER EXPERT**
13 weeks
- ACTING WORKFORCE MANAGER**
6 weeks

2004 - 2008 SINGTEL OPTUS PTY LIMITED

- NATIONAL CUSTOMER TECHNICAL OPERATIONS MANAGER (NCTOM)**
January 2008 – April 2008
- OPERATIONAL DELIVERY MANAGER (ODM)**
December 2006 – December 2007
- CUSTOMER DELIVERY MANAGER**
October 2004 – December 2006
- NATIONAL CUSTOMER SERVICE MANAGER (NCSM)**
January 2004 – October 2004

2008 - 2011 NSW STATE GOVERNMENT

- DIRECTOR OF TRANSFORMATION MANAGEMENT OFFICE**
June 2010 – October 2011
- SENIOR VENDOR MANAGER NSW GOVERNMENT**
2008 - 2010
- ACTING MANAGER ICT VENDOR MANAGEMENT**
12 Weeks
- ACTING MANAGER SECRETARIAT**
4 Weeks

PROFESSIONAL MEMBERSHIPS

- AUSTRALIAN INSTITUTE OF MANAGEMENT
- HUMAN RESOURCE INSTITUTE OF AUSTRALIA
- CHARTERED INSTITUTE OF PURCHASING & SUPPLY

EDUCATION

BA
1999 2000 2001
Bachelor of Arts, University of Southern Queensland Completed 2002

DIPLOMA

2002 2003
Diploma in Frontline Management, Telstra Learning Institute Completed 2002

CERTIFICATE

2004 2005
ITIL Foundation Certificate Service Management Completed 2004

CERTIFICATE

2007 2008
Certificate in Project Management, Optus College Completed 2007

CERTIFICATE

2009 2010
Graduate Certificate in Business University of Southern Queensland Completed 2009

MASTERS

2011 2012
Masters of Management, University of Southern Queensland To be completed 2012