

In A Snapshot

Melissa is the practice lead for the Change Management Group for Shape Consulting. Through applying her skill and extensive experience in organisational change management, Melissa works with clients to understand and manage the impacts of change and ensure that the associated business case/benefits are delivered.



Melissa is a pragmatic change manager who has worked with both the public and private sectors in Queensland, Australia and overseas, and helped facilitate change on both local and global levels. She has held Director positions at both Deloitte (Director) and Ernst and Young (Executive Director) in Australia.

Expertise

Melissa has over 20 years' experience in delivering business management solutions, strategies and change. She has designed, managed and delivered the strategic, people and change aspects of organisational transformations including mergers and acquisitions, outsourcing, organisational design and redesign and process improvement.

Melissa's experience focuses on achieving strategic and operational effectiveness, business improvement, performance management frameworks and organisational change management. She also possesses strong project management skills and experience.

Education and Qualifications

Bachelor of Business - Human Resource Management

Guest lecturer – Griffith University (change management)

Guest lecturer –QUT (business skills for women in Engineering)

Guest lecturer – Bond University (business networking)

Guest lecturer – QLD Government Graduate Program (Change Management in IT)

Summary of Relevant Experience

Change management experience

- Organisational Change Management
- ERP and isolated system change management
- Strategic and Operational Effectiveness and efficiencies
- HR Transformation
- Performance Management
- Business integration and process improvement
- Project Management
- Various Leadership and Management positions

Key industry experience

- Energy
- Education
- Health
- Local Government
- Financial services/banking
- Professional Services
- Defence and Defence Industries

Melissa's experience includes:

- Organisational and cultural change – Queensland Health (Queensland Children's Hospital and Royal Australian Navy, Department of Defence, Ergon Energy, National Australia Bank (MLC), Benenden Private Hospital (UK), Medicare Australia, Suncorp
- Leading the change initiative on ERP or system implementations with Suncorp, Department of Education and Training (DET), Qld Health (advisor role on QUEST), Allen & Overy (UK and global) and Avis (UK and global), Department of Defence
- Human resource transformation work including DET, Royal Australian Navy, Department of Food, Rural and Agriculture (DEFRA - UK) and Macarthur Coal
- Leadership facilitation with Atos KPMG Consulting and Super Amart
- Organisational Restructures – DEFRA, Royal Australian Navy, Norwich City Council (UK), Benenden Private Hospital (UK)
- Change Management Audits – Sinclair Knight Merz and DET
- Business Integration and Process Improvement – DET, Department of Defence, and within the construction industry