

# WARREN SPIER

SERVICE MANAGEMENT LEADER



## PROFESSIONAL SKILLS

- Service Management
- Lean
- Agile
- Digital Transformation Consulting
- Program and Project Management
- Outsourcing Management
- Service Delivery
- Commercial Management
- Business Process Improvement
- Change Management
- Application Management Services
- Cloud Migrations
- DevOps

## CONTACT

E: [hello@warrenspier.com](mailto:hello@warrenspier.com)  
W: [www.warrenspier.com](http://www.warrenspier.com)  
L: [linkedin.com/in/warrenspier/](https://www.linkedin.com/in/warrenspier/)  
T: @wazzaisgr8

## ABOUT

An accomplished IT Leader, with over 20 years' experience in senior management roles across Australian and global organisations. I have a passion for delighting customers, digital transformation and developing high performing teams.

## WORK EXPERIENCE

### OPTIMISATION LEAD

Bupa | Mar 2020 -

Defining and implementing the Application Security strategy and operating model to secure Bupa's applications

### HEAD OF SERVICE DELIVERY

API | Sep 2018 - Feb 2020

Led the Service Delivery team and accountable for the management and development of API's store and online systems, BI and cloud (AWS & Azure) investment.

### INNOVATION LEAD

API | Apr 2017 - Apr 2017

Set the Innovation agenda to position API as the inspirational choice for Health, Beauty and Wellbeing through strategic IT initiatives.

### ENGINEERING LEAD

NBN | Apr 2015 - Apr 2017

Advocated, shaped and guided the large scale Enterprise Agile (SAFe) adoption through all levels of the organisation and across the enterprise from business, operations and IT.

### GLOBAL HEAD OF SERVICE MANAGEMENT

SABMILLER | Feb 2014 - Apr 2015

A global role leading the Business Engagement, Service Desk, Service Management and Field Services functions.

## EDUCATION & CERTIFICATIONS

- LEAN SIX SIGMA BLACK BELT
- SAFE PRACTITIONER
- CERTIFIED SCRUMMASTER
- AGILE PROJECT MANAGEMENT PRACTITIONER
- POSTGRADIP, IT
- BACHELOR OF ARTS, ASIAN STUDIES