

Olivia Bennett

Senior Project & Operations Manager

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Professional Profile

Commercially minded project and operations leader with 10 years' experience delivering digital services, process improvements, and customer-focused change across New Zealand organisations. Skilled at translating strategy into practical delivery plans, building trusted relationships with iwi, public-sector, and commercial stakeholders, and leading multidisciplinary teams through ambiguity. Known for clear communication, calm decision-making, and measurable improvements to service quality, cost, and delivery confidence.

Key Strengths

Programme delivery	Portfolio planning, governance, risk management, benefits tracking, and executive reporting
Operational leadership	Service design, workforce planning, vendor management, budgets, and continuous improvement
People leadership	Coaching, capability development, inclusive team culture, and change leadership
Stakeholder engagement	Workshops, procurement, contract negotiation, and partnership-based engagement
Tools and methods	Nimbus 365, Power BI, Jira, Confluence, Monday.com, Agile, PRINCE2, and Lean

Employment History

Senior Programme Manager	Mar 2022 – Present
Koru Digital Services	Wellington
- Lead a portfolio of customer and operational improvement initiatives valued at NZ\$6.8 million, coordinating product, technology, finance, and service-delivery teams. - Re-established programme governance and benefits reporting, lifting on-time milestone delivery from 68% to 91% within 12 months. - Delivered a redesigned digital onboarding service that reduced average processing time by 42% and improved customer satisfaction by 18 percentage points. - Manage six direct reports and a matrix team of more than 30 people; introduced quarterly capability plans that increased internal promotion and strengthened succession coverage. - Built partnership-based engagement into delivery planning, including early consultation with Māori stakeholders and accessibility testing with community representatives.	
Operations Manager	Jul 2018 – Feb 2022
Harbour Technology Group	Lower Hutt
- Managed day-to-day delivery for a 24-person customer operations function supporting more than 80 business clients across Aotearoa New Zealand. - Introduced demand forecasting and a weekly performance rhythm, reducing the unresolved service backlog by 55% while maintaining a 96% service-level result. - Negotiated supplier and software renewals worth NZ\$1.2 million per year, achieving annualised savings of NZ\$185,000 without reducing service coverage. - Led business-continuity planning and the transition to remote operations, maintaining uninterrupted customer support and strong staff engagement.	

Employment History (continued)

Project Coordinator, later Project Manager

Feb 2015 – Jun 2018

Tasman Advisory

Wellington

- Coordinated public- and private-sector projects covering business analysis, procurement, technology implementation, and organisational change.
- Earned promotion to Project Manager after consistently delivering accurate reporting, proactive risk management, and well-run stakeholder forums.
- Managed a regional systems rollout across 14 sites, completing deployment two weeks early and 7% under the approved budget.
- Developed reusable project templates and induction material that shortened onboarding time for new project staff by approximately 30%.

Selected Achievements

- Received Koru Digital Services' 2024 Leadership Award for restoring delivery confidence on a high-risk customer programme.
- Presented a practical benefits-management case study at the 2023 Project Management Symposium in Wellington.
- Sponsored an early-career mentoring programme that has matched 28 participants across operations and technology roles.

Education and Professional Development

Master of Management (Project Management)

2016 – 2018

Massey University

Wellington

Completed part-time while employed; applied research project focused on sustaining benefits after digital transformation.

Bachelor of Commerce (Management and Information Systems)

2011 – 2014

Victoria University of Wellington

Wellington

PRINCE2 Practitioner

PeopleCert, 2024

AgilePM Practitioner

APMG International, 2022

New Zealand Certificate in Te Reo Māori (Level 2)

Te Wānanga o Aotearoa, 2021

Health and Safety Representative Training

2020

Community Contribution

Volunteer Trustee

Jan 2021 – Present

Wellington Youth Futures Trust

Wellington

Provide governance support, review programme outcomes, and mentor young people preparing for their first professional roles. Helped introduce a simple outcomes framework that improved reporting to funders and community partners.

Additional Information

Work eligibility	New Zealand citizen; eligible to work without restriction
Languages	English (native); te reo Māori (conversational)
Driver licence	Full New Zealand Class 1 licence
Availability	Four weeks' notice; available for occasional domestic travel

Referees

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