Anna Rozhkova

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I'm a highly skilled Project Manager with extensive experience across Financial Services, Telecommunications, Construction Tech and Information Technology. In my current role at the Australian Digital Health Agency, I lead complex Transformation Projects, driving strategic goals through stakeholder engagement, risk management, and innovative solutions. One of which is managing the end to end project of the group-wide Travel Management digital transformation, where I'm in charge of driving the ideation, discovery - through to establishing the program and governance for executing the short, medium and long term initiatives, based on the agreed priorities.

Previously, as Senior Delivery Manager at BCI Central, a leading Construction Tech firm, I led the establishment of the Global Development Hub in Jakarta, fostering collaboration across the Byggfakta Group worldwide. Before that, as an Agile Delivery Manager at Telstra, I successfully managed large-scale infrastructure projects, seamlessly blending traditional project management principles with Agile development practices. At DXC Technology, I led client and business engagements within the End User Experience (EUX) Platform at CBA, where I drove the development of strategic capabilities for the IT Service Desk, ensuring alignment with operational requirements. Earlier, as a Project Manager at CBA's EUX Platform, I successfully deployed Microsoft Office 365 to 50,000 users, demonstrating my ability to manage projects on significant group-wide scale.

Education

Bachelor of International Advertisement with distinction
Sep 2008 - May 2013
Russian State University for the Humanities, Moscow, Russia

Training & Certification

Diploma of Project Management and Production
2012 - 2013
WordShop Academy of Communications (founded by BBDO Group Russia and Branding Agency DDVB)

Agile Training using the Scrum methodology
2017

Core Competencies

- **Project Management:** Software Development, End-User Experience, Telecommunications, Events;
- **Agile and Traditional Methodologies:** Scrum Master, Sprint Planning, Delivery Management;
- **Global Team Management:** Stakeholder Engagement, Executive-Level Reporting, Cross-functional Collaboration;
- **Technology Solutions:** Office 365, SharePoint, JIRA, Confluence, MS Project, ServiceNow;
- **Risk & Budget Management:** Dependency Management, Resource Allocation, Financial Forecasting;
- **Problem Solving & Stakeholder Negotiation:** Conflict Resolution, Change Management, Continuous Improvement.

Experience

Project Manager
March 2025 – Present
Australian Digital Health Agency, Sydney

- Lead end-to-end delivery of the agency-wide Travel Management Transformation Program, overseeing ideation, discovery, and implementation phases;
- Establish program governance and delivery frameworks to align short, medium, and long-term initiatives with organisational strategy;
- Drive cross-functional collaboration with internal stakeholders – including Finance, HR, and Procurement – to streamline travel management process improvement initiatives;
- Facilitate workshops and co-design sessions with key internal and external stakeholders;
- Identify and prioritise key pain points through stakeholder engagement, resulting in a roadmap of initiatives focused on policy alignment, user experience, and system integration;
- Build and enhance team capability through coaching and knowledge-sharing, supporting high-quality and sustainable project outcomes;
- Prepare a report to the PCCC committee outlining findings and recommendations from a comprehensive analysis of the Agency's Travel Management process.

Senior Delivery Manager
January 2024 – August 2024
BCI Central, Sydney, Australia (part of the global Byggfakta Group)

The Global Development Hub (GDH) was established as an in-house tech hub to support software development across all companies within the Byggfakta Group worldwide.

- Manage projects, working with product-based teams and delivery managers across APAC, Europe and North America;
- Collaborate with business stakeholders across Europe and North America to establish clear requirements and roadmaps;

- Oversee global software development, ensuring adherence to best practices and Agile methodology;
- Coordinate with Jakarta-based Delivery Managers in setting up new product-based development teams;
- Provide executive status updates to senior management on global products, timelines, and budget adherence;
- Manage multiple teams to ensure timely and high-quality software delivery within CAPEX budgets;
- Train individuals on Agile practices and collaborate with Senior IT management on capacity and software projects;
- Work closely with CTO on establishing new product development teams and contribute to IT development budgets and reporting;
- Assist local teams with requirement gaps or leadership needs and organise product demos and testing phases during development;
- Proactively raise concerns or suggestions to improve efficiency and effectiveness;
- Transition projects to maintenance and business as usual at the end of software development.

Agile Delivery Manager *Jun 2022 - Nov 2023*
Telstra Pty. Ltd., Sydney, Australia

UNICO IN – 3G Products Migration / Exit. This Program is migrating all the 3G Products off the UNICO IN platform onto a new Platform in readiness for a complete application and infrastructure sunset as part of the strategic target state.

- Create, manage, and maintain a detailed project schedule to manage the intricate Infrastructure deliverables;
- Manage project timelines and communicate with TPO and Product Owners to ensure project progress satisfactorily;
- Execute the program in an Agile delivery model (e.g. conducting sprint planning, stand-ups, retrospectives);
- Provide concise and accurate forecasting of the project work effort for resource and financial reporting activities;
- Create, manage, and maintain comprehensive project documentation such as project plan, logs, actions, and decisions lists;
- Work closely with TPO and Finance team to get approved budget for FY23;
- Manage the release scope and go-live activities.

Project Manager / Scrum Lead *Dec 2021 - Jun 2022*
Telstra Pty. Ltd., Sydney, Australia

The Mediator Re-Platforming Project involved upgrading the Mediator platform from Solaris to Linux to resolve performance issues, including memory limitations, in the Telstra production environment. The project also implemented a CICD process across the mission.

- Scrum Master – facilitating team development whilst holding teams accountable for their commitments, removing roadblocks to their work;
- Manage the change and implementation of the CICD process across the mission;
- Organise and facilitate all Sprint cadences (standups, planning, reviews and retrospectives) for the team;
- Support the Product Owner in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance;
- Agile Project Management Tools: JIRA, Confluence.

Delivery Lead Client Services – Commonwealth Bank of Australia / End User Experience Platform *Jan 2020 - Nov 2021*
DXC Technology, Sydney, Australia

- Lead Customer and Business engagement on behalf of DXC;
- Run the over-all Leading Edge initiatives for IT Service Desk - focussing on operational improvements;
- Provide Executive updates in Weekly and Monthly Operations Review;
- Handling CCMS (Complaints compliments management system) Escalations;
- Handling Executive escalations from the Bank;
- Prepare Executive level insights and packs for the Bank;
- Lead Volume Reduction Service Improvement initiatives and make sure that they are implemented;
- Conducting CSAT Analysis (Customer satisfaction);
- Workforce planning and preparation of all IT resources to be ready to meet the needs of the business;
- Initiated Proactive Problem Management initiatives where interaction volume reduced by 7% across all EUX Services. As a result, End User productivity has improved by approx. 31 hours and is also 3% from the 32K monthly SD volume.

Experience

Project Manager at Commonwealth Bank of Australia / End User Experience Platform   *Jan 2018 - Dec 2019*
DXC Technology, Sydney, Australia

The Microsoft Office 365 program of work at CBA is migrated a number of on-premises workloads to Microsoft's cloud platform (Azure & Office 365) and Exchange 2016.

- End to End project management of the O365 exchange migration, across the CBA lines of business;
- Manage Risks and Issues across multiple work streams;
- Provide timely and accurate reports for stakeholders across depended programs;
- Advise the project regarding timelines, dependencies based on aggregated reports across multiple streams of work;
- Run the agile ceremonial cadence (sprint planning, retrospectives, daily standups, estimation sessions, huddles);
- Effectively communicate requirements to stakeholders, management of conflicts, issues and changes to ensure stakeholders and project team members remain in agreement on solution scope.

Senior Project Coordinator at Commonwealth Bank of Australia / Digital Workplace Platform   *Jun 2017 - Dec 2017*
TATA Consultancy Services Limited, Sydney, Australia

As part of improving the utilisation of CBA assets and better property management, CBA rolled out a mobile application Sidekick (Navigate) to approximately 10,000 employees, which eased day to day organisational activities specific to property management and real-time management of group assets.

- Provide central administration support including, resource management, correct allocation of cost for shared resources etc.;
- Collation and aggregation of reports across multiple sources;
- Ensure all risks, issues, scope changes, dependencies, budget and contingency are managed within guidelines;
- Ongoing reporting and data management of the following project areas across the project status, progress, resources;
- Evaluation and implementation of new project management tools (aligned to CBA's practices), processes and methodologies to make recommendations for continuous improvement.

Events Project Manager   *Feb 2013 - Nov 2016*
Pty. Ltd Brooklyn Event Agency, Moscow, Russia

Brooklyn Event Agency is a full-cycle advertising agency focused on strategic events solving business challenges of various clients. The agency cooperates with the Russian and international companies and brands, such as Red Bull, Shell, Porsche, Nike, Bayer, Pfizer, YUM!, KFC, Toyota Bank, General Electric and many others. The projects of the Brooklyn Event Agency are sets of marketing arrangements, automobile presentations, marketing and PR, famous unveils international conferences and corporate events.

- Worked with the Russian and international companies and brands, such as Porsche, Toyota, Volkswagen, Nike, Red Bull, Pfizer, KFC, Schneider Electric and many others;
- Coordinated conferences, presentations, corporate, client and partner events, branding- and PR-projects;
- Project Managed exit MICE events, reservation tickets, coordinated hotel booking, reservation of venues for conferences and banquets, etc.;
- Development and integration of Mobile Apps on iOS, iPad and Android devices for conferences and online voting;
- Responsible for the overall project from tender to the implementation phase;
- Resource management including time allocations and recharging;
- Problem solving of issues such as conflicting agendas, technical setup, etc.;
- Recruitment and formation of project team;
- Coordinated work with contractors, venues, actors;
- Quality management of processes and procedures;
- Set priorities, carried out event scheduling;
- Established plans in agency advertising briefs in creativity, production, logistics;
- Maintained business correspondence with clients, partners, contractors;
- Managed billing and event payments;
- Managed resource contract negotiations.

References

Available upon Request.