Sam Taylor

Business Transformation & Systems Lead

Business Analysis • Systems Implementation & Integration • Process Improvement • Data & Reporting • Delivery

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Australian Permanent Resident • Open to remote and hybrid roles across Australia: permanent, contract or consulting

Professional Summary

I help businesses create order from complexity, and I enjoy the untangling.

For more than 25 years I have worked where business, operations and technology meet, across technology, gaming, climate tech, environmental services, property, retail and professional services. I am drawn to complex environments where clarity, structure and visibility are missing, and I like to understand how people, processes, systems and data really connect before deciding what will genuinely help.

My work spans business analysis, systems implementation, process improvement and data-driven reporting. I translate between operational teams, leadership, vendors and developers, and I take ownership beyond the analysis stage, staying involved through implementation and adoption. I am curious, resourceful and comfortable with change, and I work well with autonomy and across dispersed teams. Most importantly, I build the kind of trust that means people tell me what is really going on.

Core Capabilities

Business Analysis	Requirements Gathering, Current-State & Process Analysis, Stakeholder Consultation, Process Mapping, Functional Specifications, User Stories, UAT & Testing
Transformation & Delivery	Business Cases, Implementation Planning, Agile Delivery, Change, Training & Adoption, Delivery Coordination
Systems & Integration	Systems Evaluation & Selection, Gap Analysis, Solution Design, Systems Integration, Data Migration, Workflow Automation
Operations & Improvement	Process Improvement, Incident & Problem Management, Root Cause Analysis, Resource & Schedule Planning, System Governance
Data & Reporting	Power BI, Power Query & Data Modelling, Executive & Operational Reporting, Data Quality & Integrity
Collaboration	Stakeholder Engagement, Vendor Engagement, Business & Technical Translation, Remote & Distributed Teams

Professional Experience

Process & Systems Integration Specialist

January 2025 - September 2026

Earthbanc • Global climate technology company • Australia

Worked across field operations, product, development and leadership on the end-to-end landowner workflow, from registration through document validation into active project management, using an in-house GIS tool, CRM, Make.com, monday.com and a proprietary SaaS platform under development. Collaborated with teams across Australia, India, Africa, the Czech Republic, Ukraine, Sweden and the UK.

- **Requirements discovery:** Led business analysis sessions with teams in India and the Czech Republic to understand how they actually worked, separate genuine requirements from legacy platform workarounds, and redesign workflows around the underlying operational need
- **System specification:** Authored the specification the development team used as its build reference for the proprietary SaaS platform, covering the data model, field ownership across connected systems, workflow logic and the movement of records from CRM into the operational pipeline

- **Requirements to delivery:** Translated workflows into functional requirements, user stories and Jira tickets, worked with developers and senior management on priorities, dependencies and delivery order within Agile sprints, and supported testing and UAT against the agreed requirements
- **Request intake:** Acted as first point of contact for monday.com requests, issues and proposed changes, clarifying needs, assessing the impact on connected teams and deciding whether to implement, investigate further, consult stakeholders or seek approval
- **Workflow redesign:** Worked alongside the Senior Project Manager to analyse and redesign operational workflows that relied on fragmented spreadsheets and legacy tools, defining requirements for more structured, integrated processes and replacing a manual metrics process with a platform-native design connected to dashboard reporting
- **Architecture and integration:** Designed and built, alongside the Senior Project Manager, a multi-board monday.com architecture centred on a high-level pipeline connecting 10 team-specific boards, giving leadership visibility across status, priority and scheduling. Separately co-built a Make.com integration between the CRM and work management environments that kept landowner and project information flowing while reducing the number of users who needed CRM licences
- **Vendor cost:** Identified that a SaaS agreement no longer matched actual usage, raised it with leadership and initiated vendor conversations, contributing to a renegotiated agreement with an overall cost reduction of approximately 65%
- **Platform governance:** Reviewed a monday.com environment of 500+ boards, 60+ workspaces and 50 dashboards to identify unused structure for simplification and archiving, used AI-assisted tooling to help transition accessible boards to service-account ownership, and raised data held outside the system of record as an integrity risk, which became a guiding principle for the wider transition
- **Reliability:** Identified, investigated and resolved a live automation outage caused by a deactivated staff account, restoring the automations, backfilling and reconciling the missed data, and rebuilding them on a dedicated service account to prevent recurrence
- **AI-assisted development:** Used Claude and Claude Code to investigate an unfamiliar production codebase and validate implementation against requirements, building and shipping front-end functionality, including filtering and saved views, through the team's pull-request review and automated testing

ICT Transformation Analyst | Project Coordinator

May 2023 - November 2024

TechConnect IT Solutions • Australia

Joined an initiative that had already identified the need to consolidate five separate business tools (CRM, project management, resource scheduling and task management) into one integrated platform. Working alongside a Senior Project Manager, I contributed to vendor assessment and the business case, then took ownership of the implementation, upskilling independently to SME level in monday.com.

- **Evaluation and business case:** Conducted vendor assessment, feasibility and gap analysis, and co-built the business case presented with the Senior Project Manager to secure leadership sign-off
- **Requirements and solution design:** Gathered requirements from sales, marketing and business stakeholders and translated them into the solution design, building the workflows, automations, integrations and dashboards
- **Implementation:** Planned and tracked the implementation through build, UAT, go-live and adoption, maintaining the delivery documentation and acting as the bridge between vendors and the business
- **Data migration:** Managed end-to-end migration from multiple legacy systems into monday.com, cleansing, transforming, mapping and reconciling the data, with full integrity validation before go-live
- **Testing:** Coordinated UAT sessions, test case development and result validation before go-live
- **Reporting:** Developed Power BI data models, used Power Query to transform and combine data, and created executive and operational reporting across sources including monday.com
- **Adoption and governance:** Trained and supported teams through to full adoption, then continued as SME and first point of contact for requests and changes, providing governance, support and continuous improvement
- **Internal tooling:** Designed and built an internal timesheet solution in monday.com to meet an additional business need identified during the project
- **Client data consolidation project:** Worked with complex data from multiple source systems, cleansing, transforming, mapping and validating it for migration into a consolidated target platform

Business Intelligence & Product Analyst | IT Coordinator

May 2019 - April 2023

Derivco • Durban, South Africa (final 6 months: Gold Coast, Australia)

Worked within the cross-functional team that built and operated PostSev, an internal application developed from scratch to capture, analyse and report on high-severity incidents. PostSev gave incident commanders a structured way to record what happened and how it was resolved, gave the business its first reliable picture of uptime, downtime and resolution data, and underpinned CEO-level reporting. Post-incident and problem management remained a core part of my role throughout.

- **Requirements:** Drove the requirements process with the development team, defining what data needed to be captured and how it should flow, and continued to shape improvements for incident commanders and downstream reporting
- **Collaboration:** Acted as key liaison between NOC engineers, developers, BI analysts and executive stakeholders, assisted with coordinating data sourcing from multiple systems via APIs, and contributed to design, accessibility and UX decisions
- **Post-incident reviews:** Facilitated post-incident reviews, investigating root causes with technical teams, agreeing preventative actions, following up until they were implemented, and preparing reporting for management and executives
- **Data quality and reporting:** Quality-assured incident data before it reached the BI team for executive reporting, and used Power Query and Power BI data modelling to build and maintain dashboards and reports for executive and management stakeholders
- **Governance and compliance:** Served as business domain consultant for NOC applications and databases on data classification and risk, and supported ISO compliance audits, OKR tracking, process documentation and continuous improvement
- **Transition:** Spent the final six months on the Gold Coast identifying, training and handing over to a replacement

Problem Analyst

December 2018 - May 2019

Derivco • Durban, South Africa

Facilitated post-incident reviews of high-severity incidents, analysed root causes, tracked preventative actions and produced executive reporting on incident trends and uptime. This role built the foundation of my incident and problem management experience and led directly to PostSev.

- Collected and reviewed Post Severity Reports, investigated further where needed, and worked with technical teams to identify root causes and agree preventative actions
- Worked closely with the incident management team alongside one of the most experienced incident commanders, gaining close exposure to how live high-severity incidents were coordinated and communicated
- Produced KPI reports, dashboards and executive reporting on incident trends, resolution times and uptime

Earlier Experience

Project Manager

November 2017 - November 2018

Bytes Systems Integration (Mondi contract) • Durban, South Africa

- Employed by a systems integrator and based on-site at Mondi, providing project management across complex technology and infrastructure projects: reporting, budgeting, forecasting, risk tracking, stakeholder communication, billing, and planning and coordination across project teams and external stakeholders

Supervisor: Projects & Planning April 2012 - September 2016

SGS South Africa • Durban, South Africa

Progressed from Acting Supervisor to Supervisor, stepping into broader operational leadership responsibilities during a period of significant staffing challenges and helping maintain continuity of operations and client commitments despite reduced staffing capacity.

- **Planning and scheduling:** Led operational planning, scheduling, resource coordination and service delivery across the Environmental Operational units, allocating people, equipment and physical resources across multiple teams
- **Commercial:** Forecast workload and revenue potential, prepared proposals and tenders, secured orders, reconciled project pipelines and managed invoicing
- **Clients and compliance:** Worked directly with clients, managers and operational teams to resolve scheduling conflicts and issues, and coordinated site compliance requirements including safety and medical inductions

Project Administrator July 2009 - December 2011

SGS South Africa • Durban, South Africa

- Supported a national team of Environmental Consultants with proposals, budgets and schedules in MS Project and Project Server, and helped Project Managers plan resources and costs across multiple sites
- Provided IT coordination support, including troubleshooting, liaising with desktop teams, ordering hardware and software and managing system downtimes, and maintained project data in Enterprise Project Management and SharePoint Server

Additional Career History

Project Administrator, Derivco (2008-2009) • Receptionist / Shop Assistant, Rinaldo Veterinary Hospital (2007-2008) • Approvals Technician / Project Coordinator, Arcadia Group, UK (2004-2006) • Property Administrator, Prudential Property Investment Managers, UK (2002-2004) • Coordinator / Help Desk Assistant, OCS Group UK (2000-2002)

These roles built the foundations in stakeholder management, customer service, project coordination, operational planning and business administration that still underpin my work today.

Technology & Platforms

Data & Reporting	Power BI, Power Query, Microsoft SQL Server, Snowflake, Excel (Advanced)
Platforms & Automation	monday.com, Make (Integromat), Low-Code / No-Code Tools, Workflow Automation Platforms, API & Integration Scripting, Supabase
Delivery & Collaboration	Jira, Confluence, SharePoint, Microsoft 365, MS Project / Project Server
AI & Development Tools	Claude / Claude Code / MCP Integration, ChatGPT, Git & GitHub

Certifications & Professional Development

- Certificate - Mastering Business Analysis (PM.Ideas)
- Certified ScrumMaster (CSM) - Scrum Alliance
- ITIL Foundation
- monday.com Core Certification
- Ongoing development: Business Analysis, Power BI, Data Analytics, AI, Digital Transformation