

Benjamin Goodwin

Project Officer



Work

2019-20

Digital Project Officer

ACT Government (Chief Minister, Treasury and Economic Development), Canberra.

- Delivered value assurance on behalf of the CIO office for 2020-21 ICT budget initiatives through tailored modelling, recommending 9% of the figure for approval.
- Improved customer satisfaction by identifying and reporting on four underperforming telecommunication service offerings, resulting in service delivery adjustments.
- Boosted reputation of business unit through delivering innovative visual reports to key stakeholders such as the Head of Service, Treasurer, CFO, CIO and Digital Committees.
- Increased executive visibility of Corporate projects through implementing a project management service, resulting in 121 unique ideas and projects in the 2018-19 financial year being formally tracked and reported on.

Skills: Visualisation, Prototyping, Wireframing, Service Design

2018-19

Graduate Administrative Assistant

ACT Government (Chief Minister, Treasury and Economic Development), Canberra.

- Enhanced ability for portfolio managers to conduct strategic analysis of project activity through collaborating with executives to build fit-for-purpose dashboards within ServiceNow P3M.
- Decreased induction lead time to the ACT Government Data Lake by implementing instructional wiki for all knowledge level ranges, leading to increased throughput for data lake activities.

Skills: Dashboarding, Stakeholder Management, Jargon Translator

July 2017

Software Development Internship

IP Australia, Canberra.

- Increased registration conversion rates and reduced call center inquiries through wireframing, prototyping, developing and QA testing enchantment which automatically adjusts digital forms to fit the postcode digit length of the users' jurisdiction.

Skills: Programming, UX Design, Legacy System Integration

2013-16

Freelance Web Developer

Nimbus Labs, Canberra.

Information

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Certifications

2018 - Certified SAFe® Agilist (SA)
2019 - PRINCE2® Foundation
2019 - PRINCE2® Practitioner

Awards



AIE Information Technology Academic Prize

Presented to the top-ranking ICT Year 12 student at each graduation.



Dean's Excellence Award (5x)

Presented to full-time students with exceptional coursework – awarded 5 times over length of study.



Academic Excellence Certificate

Presented to students who achieve a minimum of 7 A's and nothing lower than a C in Year 12. With the 2013 cohort, only nine awards were awarded.

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B

- Built, marketed and sold over 870+ website design templates and platform plugins for popular opensource platforms through marketplaces such as ThemeForest and CodeCanyon.
- Received 98% satisfaction rate by offering strong customer support, having clear documentation and providing basic customisation services.

Skills: Web Design, Documentation, Communication, Marketing

Education

2014-17

- **Bachelor of Information Technology**
University of Canberra, Australia

Graduated in August 2017. Multiple Dean's Excellence Awards with a GPA within top 10% of overall cohort.

2011-13

- **ACT Senior Secondary Certificate**
Erindale College, Australia

Strong academic record (21 A's, 2 B's). Won both internal and external awards due to academic performance.

References

Available upon request