

Brendan Faulds

Goolwa South, SA 5214

0404 683 271 | brendan@brendanfaulds.com

brendanfaulds.com | [LinkedIn](#)

Business Analyst

Professional Summary

Business Analyst who speaks both business and technology fluently. Over 15 years translating complex business needs into actionable technical solutions across Finance, Health, Defence, and Telecommunications. Distinctive ability to understand large ICT ecosystems from the inside—their constraints, their politics, their possibilities—while keeping stakeholder outcomes front and centre. Expert in requirements elicitation, process analysis, and data quality governance. Known for bridging the communication gap between business units and technical teams to deliver measurable outcomes. SAFe Agilist certified.

Professional Experience

Technical Business Analyst

University of New South Wales, Sydney | Aug 2024 – Dec 2025 (Contract)

- Analysed and mapped technology components between LeanIX enterprise architecture platform and configuration management database for 1,200+ business applications, identifying gaps and inconsistencies that impacted strategic decision-making
- Developed BAU operational processes and comprehensive RACI documentation, ensuring sustainable data governance beyond the engagement
- Elicited requirements from 100+ stakeholders across IT and business units to define system integration specifications and data quality standards
- Created process flow diagrams and technical documentation enabling teams to maintain data synchronisation independently
- Designed multi-factor scoring algorithm translating complex business prioritisation criteria into implementable technical solution
- Implemented data matching algorithms that reduced manual reconciliation effort from days to hours while eliminating human error

ICT Project Manager

Consunet, Adelaide | Sep 2023 – Feb 2024

- Gathered and documented business requirements for Lean Scaled Agile implementation at portfolio level
- Analysed existing processes and designed improved workflows for project delivery and governance
- Created training materials and courseware documentation for Scaled Agile certification programs

ICT Embedment Manager

Westpac, Adelaide | Mar 2022 – Jul 2023

- Conducted comprehensive gap analysis and process mapping for Enterprise Data Platforms and Data Quality teams
- Documented business requirements for CPG 235 Prudential Standards compliance initiatives, translating regulatory requirements into technical specifications
- Facilitated workshops with stakeholders to identify pain points and improvement opportunities, achieving buy-in for transformation initiatives

- Developed process documentation and operating procedures adopted as standards for data governance practices

Project Manager

Westpac, Adelaide | Jan 2021 – Mar 2022

- Elicited and documented requirements for Records Management and Data Warehouse/Reporting projects
- Performed current-state analysis and designed future-state processes achieving compliance alignment
- Created user stories, acceptance criteria, and functional specifications that accelerated development team delivery

Solution Architect

BAE Systems, Adelaide | Apr 2020 – Jan 2021

- Gathered business and technical requirements for Shipbuilding, Logistics, Manufacturing, and PLM applications
- Documented solution architectures and created high-level estimates enabling strategic planning decisions
- Facilitated stakeholder sessions to validate requirements and solution designs, achieving alignment across competing priorities

Project Manager / Solution Architect

Accenture, Adelaide | Apr 2019 – Apr 2020

- Led requirements gathering and analysis for \$6M Oracle Cloud ERP implementation across ERP, HR, and SCM modules
- Developed business cases and solution documentation for pre-sales and bid management, contributing to successful outcomes
- Mapped as-is and to-be business processes for enterprise transformation, identifying optimisation opportunities worth significant operational savings

Lead Consultant / Solutions Architect

Westpac, Adelaide | Dec 2017 – Mar 2019

- Elicited requirements for AI compliance systems from multiple business units with competing priorities
- Created solution documentation and facilitated stakeholder workshops to align technology with business needs
- Performed feasibility analysis and documented recommendations for innovative IT solutions

Project Manager

SA Health, Adelaide | Apr 2015 – Dec 2017

- Documented requirements and dependencies for migration of 75 hospital applications to New RAH
- Conducted impact analysis and risk assessment for application transition planning across critical healthcare systems
- Created comprehensive stakeholder communication and change management documentation ensuring smooth adoption

Senior ICT Product Manager

Dimension Data Cloud Services, Adelaide | 2010 – 2015

- Gathered stakeholder requirements and translated into product roadmaps and feature specifications

- Documented service delivery processes and created training materials for Microsoft suite products
- Analysed user feedback and market trends to inform product strategy and prioritisation

Product Infrastructure Manager

Telstra, Adelaide | 2005, 2008 – 2010

- Documented product lifecycle requirements for storage, backup, and disaster recovery solutions
- Analysed vendor proposals and created evaluation criteria for procurement decisions

Key Skills

Expert: Stakeholder Management, Requirements Elicitation, Business Requirements, Technical Documentation, Workshop Facilitation, Process Mapping, User Stories & Acceptance Criteria, Change Management, Agile/SAFe

Proficient: Data Analysis, Enterprise Architecture, Gap Analysis, Solution Design, Risk & Compliance, Data Quality Frameworks

Working Knowledge: Python Scripting, SQL, API Integration, LeanIX, Data Synchronisation

Certifications

- SAFe Certified Agilist
- SAFe Lean Portfolio Management Certified
- ITIL 3.0 Foundation Certified
- Leadership Development Program – Optus via UNSW AGSM
- Building High-Performance Teams – IBM / MGSM

Education

- Certificate IV in Entrepreneurship and New Business – Sarina Russo, 2024/25
- Certificate III in Business – TAFE SA, 2019
- Associate Diploma in Microcomputing – NSW TAFE, 1995

Security & Clearances

- Previously held AGSVA Baseline Clearance (CSID: CS1044873)
- National Police Check: Cleared (Ref: 8004463-4266040)
- Working with Children: Cleared (Ref: 11917513)
- First Aid Certified: HLTAID009, HLTAID010, HLTAID011

Awards

- General Manager's Award – Telstra
- High Achievers Award – Cable and Wireless, Optus

References

Available upon request