

Brendan Faulds

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Technical Business Analyst

Professional Summary

Full-stack Technical Business Analyst who operates across the entire spectrum—from business strategy to hands-on technical implementation. Over 15 years delivering enterprise solutions across Finance, Health, Defence, and Telecommunications, with a distinctive ability to understand large ICT ecosystems, organise and lead cross-functional teams, build working solutions, and translate between technical and business stakeholders. Known for bridging the gap that typically exists between what the business needs and what IT delivers. SAFe Agilist certified with deep expertise in data quality governance, enterprise architecture, and system integration.

Professional Experience

Technical Business Analyst

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

- Led manual synchronisation initiative between CMDB (CA Service Desk) and LeanIX enterprise architecture platform for 1,200+ business applications, reducing data discrepancies and establishing single source of truth for technology portfolio
- Developed BAU operational processes and comprehensive RACI documentation, transitioning ad-hoc data management into sustainable, repeatable workflows
- Created process flow diagrams and technical specifications enabling IT teams to maintain data quality independently post-engagement
- Built Python-based data matching algorithms that reduced manual reconciliation effort from days to hours while eliminating human error in application portfolio comparisons
- Designed multi-factor scoring algorithm for application prioritisation, enabling informed decisions on which applications to include within LeanIX license constraints
- Coordinated with 100+ stakeholders across IT and business units to elicit requirements and validate integration specifications

ICT Project Manager

Consunet, Adelaide | Sep 2023 – Feb 2024

- Implemented Lean Scaled Agile Framework at portfolio level, establishing technical governance structures and reporting mechanisms for executive visibility
- Designed and deployed Moodle-based LMS platform including technical configuration and content structure for Scaled Agile certification programs
- Created technical documentation and training materials enabling internal teams to maintain and extend the platform

ICT Embedment Manager

Westpac, Adelaide | Mar 2022 – Jul 2023

- Led technical implementation of data quality improvements for Enterprise Data Platforms, achieving CPG 235 Prudential Standards compliance
- Designed system architectures and data flows that formed the foundation for ongoing data governance initiatives
- Implemented automated data validation and monitoring solutions across data pipelines, reducing manual quality checks

- Documented technical specifications and integration patterns adopted as standards by the data governance team

Project Manager

Westpac, Adelaide | Jan 2021 – Mar 2022

- Managed technical delivery of Records Management and Data Warehouse/Reporting system upgrades on time and within budget
- Coordinated database migrations, ETL processes, and reporting infrastructure improvements with minimal business disruption
- Created technical requirements and system design documentation that accelerated development team delivery

Solution Architect

BAE Systems, Adelaide | Apr 2020 – Jan 2021

- Designed enterprise solution architectures for Shipbuilding, Logistics, Manufacturing, and PLM applications supporting strategic transformation
- Evaluated technical platforms and created architecture decision records that informed \$10M+ investment decisions
- Developed integration patterns and API specifications adopted as standards for system interoperability
- Delivered technical governance frameworks and effort estimates enabling accurate project planning

Project Manager / Solution Architect

Accenture, Adelaide | Apr 2019 – Apr 2020

- Led \$6M Oracle Cloud ERP technical implementation including configuration, customisation, and integration across ERP, HR, Reporting, and SCM modules
- Designed system integrations and data migration strategies that reduced go-live risk and accelerated user adoption
- Created technical solution documentation for pre-sales proposals, contributing to successful bid outcomes
- Managed technical teams and vendor relationships throughout implementation lifecycle

Lead Consultant / Solutions Architect

Westpac, Adelaide | Dec 2017 – Mar 2019

- Architected and implemented AI systems for regulatory compliance and fraud detection, delivering measurable risk reduction
- Designed technical solutions and integration patterns for innovative business applications
- Created technical specifications that guided development teams through successful implementation
- Evaluated emerging technologies and provided recommendations that shaped strategic technology direction

Project Manager

SA Health, Adelaide | Apr 2015 – Dec 2017

- Managed successful migration of 75 hospital applications from Old RAH to New RAH, delivered on time with zero critical incidents during cutover
- Coordinated system cutover planning, testing, and rollback strategies ensuring zero-downtime migration for critical healthcare systems
- Documented technical dependencies, integration points, and disaster recovery procedures adopted as templates for future migrations

Senior ICT Product Manager

Dimension Data Cloud Services, Adelaide | 2010 – 2015

- Managed technical product lifecycle for Microsoft suite cloud services including roadmap planning and architecture decisions
- Designed service delivery infrastructure and operational monitoring systems ensuring high availability
- Created technical documentation and training programs that accelerated product adoption across the customer base

Product Infrastructure Manager

Telstra, Adelaide | 2005, 2008 – 2010

- Managed technical product lifecycle for storage, backup, and disaster recovery infrastructure supporting enterprise customers
- Designed system architectures and evaluated vendor solutions, influencing procurement decisions worth millions

Key Skills

Expert: Stakeholder Management, Business Requirements, Technical Documentation, Enterprise Architecture, System Integration Planning, Solution Architecture, Change Management, Agile/SAFe

Proficient: Data Analysis, Process Mapping, Data Quality Frameworks, Risk & Compliance, ETL Processes, Database Design, Workshop Facilitation

Working Knowledge: Python Scripting, SQL, Bash Scripting, API Integration, LeanIX, Git, 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