

JOHN DEDES

PROFILE SUMMARY

John Dedes has more than twenty years experience in operational business management, IT management, accounting, system applications development and AFSL compliance. John has worked across a range of industries which includes financial services, construction, non-bank lending, tourism and manufacturing. Major companies include, Bridges Financial Services, Australian Wealth Management, AUSMAQ, CUSCAL, RESI Mortgage Corporation, Thomas Cook Limited, Containers Packaging and Honeywell Bull (Aust).

John's area of responsibility's include, Chief Operating Officer, Head of Operations, Finance Manager and IT Applications Manager.

John is a CPA Accountant, holds BA Commerce (Accounting), Dip in Accounting, Dip in Financial Services (Financial Planning) and is RG146 compliant.

PROFESSIONAL SUMMARY

Financial Services professional with extensive hands-on experience in business improvement & change mgmt.

Proven track record in building and managing investment platforms (IDPS & Wrap systems).

Brings hands on experience across key business areas with a complementary understanding of finance, information technology, business operations, human resources and customer service.

Proven track record in the project management of software application development.

KEY STRENGTHS & FOCUS

- Strong ability in identifying operational strengths and weaknesses.
- As people manager have built and led multi-disciplinary teams.
- Development and implementation of strategies to improve staff and overall business performance. Including staff objective setting linked to corporate strategies and incentive schemes.
- Analysis of resource capacity and capability.
- Development of key strategies & processes to improve system development life cycle (SDLC) .
- Development of KPI's across business functions.
- Development of SLA's for measuring and monitoring third party supplier performance.

KEY ACCOMPLISHMENTS

- Led significant organisational change management initiative. Integrated department functions, centralising processes and restructured the management team.
- Developed and implemented staff incentive program that saw increase performance, motivation and overall achievement of company objectives.
- Introduced cross training program, improving service standards to customers.
- Introduced strategies to improve customer service call waiting times by 66%, reduction of lost calls by 100%.
- Led the team that successfully implemented large scale back office superannuation and pension administration service into one integrated Master Trust Wrap platform. Reducing manual data entry by 70% and cost savings of \$450K.
- Implemented measures and controls to reduce system rework, improve overall business/system requirements and testing functions, resulting in quicker implementation of projects, speed to market of product and 100% success rate in meeting business expectations.
- Led team that successfully reviewed & enhanced lending products to win Cannex 2006 Money Management Non-Bank Lender of the Year award, through pricing restructure & enhancement of product features.

