

# Julianne Kennard

## Resume

### Personal

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### Career Summary

Julianne Kennard is an experienced Human Resources professional having worked in both project and operational environments in large organisations including Westpac and Qantas Airways. Her expertise extends across all aspects of change management, learning design and development, and internal communication.

Julianne has worked on projects to implement:

- new performance management systems
- large-scale Oracle implementations
- changes to business processes
- the transition to a shared service HR model

Julianne also has solid testing experience, having reviewed and tested Use Cases for:

- Oracle e-business implementations
- internal training administration systems

### Work History

**Westpac Banking Corporation Ltd**  
Change Manager

*Jan 05 – Dec 05*  
*(Full-time)*

- Develop change management strategies, conduct stakeholder analysis, impact assessments and devise appropriate plans.
- Work alongside project design consultants to ensure change management implications are understood and planned for.
- Form and maintain productive working relationships with HR consultants in business units to ensure successful transition to the new environment.
- Undertake impact assessments to determine the nature and extent of change.
- Conduct employee focus groups to ensure a thorough understanding of the issues.
- Develop transition plans based on impact assessment.
- Plan, develop and deliver all communication in consultation with business units and stakeholder communications.
- Ensure all change activities are completed in accordance with project plans and time frames.
- Measure effectiveness of change management activities including communication.

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### **Qantas Airways Ltd.**

Change Management Consultant

*Aug 02 – Jan 05*

*(Full-time)*

- Perform stakeholder analysis to understand and manage expectations of change programs.
- Undertake impact assessments to determine the nature and extent of change to staff groups.
- Develop transition strategies and plans for change programs based on staff impacts.
- Develop and plan communication for the change program.
- Research, design, write and publish communication material for change programs using a variety of mediums, including written, verbal, and online.
- Provide specialist advice and guidance to project/program managers and team members.
- Foster positive relationships with senior project sponsors and stakeholders.
- Engage in ongoing stakeholder management to ensure support for change programs.
- Analyse effectiveness of change management approach and make recommendations for improvement.

### **Qantas Airways Ltd.**

Corporate Learning and Development Consultant

*Jun 00 – Jul 02*

*(Full-time)*

- Project managed the design, development and implementation of a training administration system.
- Successfully designed, customised, and rolled out the Qantas induction program incorporating fully interactive multimedia.
- Designed and delivered professional development courses for operational trainers.
- Consulted with Qantas business units to identify learning and development needs.
- Performed instructional design for online and face-to-face training courses.
- Delivered face-to-face training programs to all levels of the organisation.
- Managed airport learning centres and liaised with government agencies regarding funding.
- Negotiated and managed contracts with external providers.
- Conducted evaluation of Qantas College Online to ensure ongoing learner satisfaction and identify areas for improvement.
- Assisted corporate Human Resources with the graduate recruitment process.

### **Royal and SunAlliance Insurance**

Learning and Development Officer

*Aug 98 – Jun 00*

*(Full-time)*

- Researched and assisted the implementation of the Balanced Scorecard.
- Assisted with the design and development of a new performance management process.
- Developed and delivered a performance management training program incorporating 360 feedback and the Balanced Scorecard.
- Conducted Training Needs Analysis for business units.
- Assisted with graduate assessment centres.
- Coordinated graduate program and delivered graduate orientations.

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- Managed the company Professional Development Program.
- Researched and compiled a learning and development directory of services.
- Researched company scholarship initiative.
- Negotiated with external vendors for the delivery of soft skills programs.
- Redesigned and delivered the company induction.
- Successfully coordinated the employee award scheme.

### Voluntary Work

#### Lifeline

Voluntary Telephone Counsellor

*Feb 02 – Feb 03*

*(Casual)*

### Software Experience

Microsoft Project

Microsoft PowerPoint

Microsoft Internet Explorer

Lotus Notes

Microsoft Word

Microsoft Excel

Microsoft Windows NT

Intranet development tool (Teamsite)

### Qualifications

*Tertiary*

**Bachelor of Arts (Psychology)**

Macquarie University

*Professional*

**Certificate IV in Assessment and Workplace Training**

Qantas College

**Situational Leadership II Accreditation**

The PTD Group

*Secondary*

**Higher School Certificate TER 93.35**

MLC School, Burwood

### Referees

References available on request.