**Emjee Dercksen**
**Delivery Lead | Delivery Manager | Project Manager | Agile Project Manager | Scrum Master**

**Senior Technology Delivery Leader with 25+ years' experience delivering complex technology, digital transformation and business change initiatives.**

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Professional Portfolio: emjeedercksen.com

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## ***Executive Summary***

Emjee is an experienced delivery leader with over 25 years of cross-industry experience, specialising in driving complex digital and organisational transformation initiatives. He is passionate about enabling high-performing teams, delivering measurable outcomes, and fostering adaptable, people-centric cultures.

He has a proven track record of helping organisations become more agile, value-driven, and outcomes-focused, consistently navigating complexity to deliver practical and sustainable solutions. Emjee is particularly strong in stakeholder and client relationship management, known for building trust and delivering high-quality outcomes within tight timeframes.

His experience spans a diverse portfolio of leading organisations, including Domino's, Rio Tinto, Tabcorp, Super Retail Group, Queensland Government, NHVR, Suncorp, IAG, and the Australian Taxation Office.

Emjee brings a well-rounded capability supported by relevant certifications and practical leadership experience across delivery, transformation, and team enablement.

He operates with a continuous improvement mindset, focused on leaving organisations stronger, more capable, and better positioned for future success.

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## ***Key Career Achievements***

- Delivered transformation portfolios exceeding **$50M** across government, banking, insurance, mining, transport and retail sectors.
- Led portfolios and programs comprising **10+ Agile teams, 100+ resources and budgets exceeding $26M annually**.
- Successfully delivered large-scale **technology, digital transformation, regulatory reform and business change initiatives** impacting national operations.
- Managed executive stakeholder relationships including **CIOs, CEOs, General Managers, Executive Directors and Government Executives**.
- Established and scaled **Agile, SAFe and hybrid delivery frameworks**, governance models and enterprise delivery practices.
- Led cross-functional teams across **technology, business, architecture, data, integration, testing and product disciplines**.
- Delivered complex programs involving **cloud platforms, system integrations, digital products, customer-facing services and enterprise transformation initiatives**.

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## ***Professional Profile***

### *Core Delivery Competencies*

- Delivery Leadership
- Delivery Management
- Project Management
- Agile Project Management
- Scrum Master
- Program Delivery
- Portfolio Governance
- Stakeholder Management
- Financial Management
- Budget Management
- Vendor Management
- Risk & Issue Management
- Resource Planning
- Change Management
- Release Management
- Agile Delivery
- SAFe
- Scrum
- Kanban

- Jira & Azure DevOps

### *Industry Experience*

- Technology & Digital Transformation
- Government & Regulatory Services
- Transport, Logistics, Spatial & GIS
- Banking & Financial Services
- Wealth Management & Superannuation
- Insurance & Risk Management
- Telecommunications
- Utilities & Energy
- Mining & Resources
- Retail & eCommerce
- Gaming & Wagering
- Enterprise Consulting Services

### *Core Leadership Expertise*

- Portfolio, Program & Project Management
- Technology Delivery Leadership
- Agile Delivery Management
- Business & Technology Transformation
- Portfolio Governance & Reporting
- Financial Management & Budget Oversight
- Executive Stakeholder Management
- Vendor & Commercial Management
- Resource & Capacity Management
- Product Management & Product Ownership
- Change Leadership & Organisational Enablement
- SAFe, Scrum, Kanban & Lean Portfolio Management

### *Technology & Delivery Tooling*

- Atlassian Products such as (Jira, Confluence, Jira Align & Advance Roadmaps)
- Azure DevOps
- Miro
- ServiceNow
- Microsoft Project
- Power BI
- Azure
- AWS
- DevOps
- GitHub
- Bamboo
- CI/CD
- API Integration
- Spatial & GIS Platforms

### *Certifications & Qualifications*

- Bachelor of Science (Honours) – Informatics
- Bachelor of Science – Computer Science
- SAFe Program Consultant (SPC)
- SAFe Agilist (SA)
- Professional Scrum Master (PSM)
- Professional Scrum Product Owner (PSPO)
- PRINCE2 Certified Practitioner
- JIRA Align Certified Agile at Scale Technical Professional
- Flow Framework Professional Certified
- SAFe Lean Portfolio Management (LPM)
- SAFe Product Owner / Product Manager (POPM)
- SAFe Scrum Master (SSM)
- SAFe DevOps Practitioner (SDP)
- SAFe Practitioner (SP)
- JIRA Fundamentals Certified
- JIRA Essentials with Agile Mindset Certified
- Senior Manager / Practice Leader Leadership Program – Accenture USA
- Australian Government NV1 Security Clearance

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### ***Career Overview***

### *Halosoft – Head of Delivery*

### *AI-enabled financial advice technology | AI Transformation and Delivery Management*

### *1 July 2026 · Current*

Head of Delivery for an AI-enabled technology business in the financial advice and wealth management sector, leading a multidisciplinary delivery organisation of 27 people across product, engineering, business analysis, design and quality assurance. Accountable for end-to-end delivery execution and advancing an AI-enabled software delivery model.

Key achievements and responsibilities:

**Leadership, AI Discovery and value-led portfolio delivery**

- **Enterprise Delivery Leadership:** Lead and manage 27 staff across Discovery and Delivery functions, driving performance, accountability, resource planning, team development and continuous improvement.
- **End-to-End Discovery and Delivery:** Oversee the full product lifecycle, from strategic planning, AI-enabled discovery and requirements engineering through solution design, development, testing and production release.
- **AI-Enabled Discovery and Planning:** Drive generative AI adoption across business analysis, requirements, solution shaping, backlog refinement and quarterly planning to improve efficiency, delivery predictability and business value.

**AI-augmented engineering, QA and software delivery**

- **AI-Driven Delivery Transformation:** Lead the adoption of AI-assisted software development practices across the SDLC, improving engineering productivity, quality, automation and delivery performance.
- **AI-Assisted QA and Automation:** Champion AI-powered testing and quality engineering using Claude, Zephyr and Playwright, reducing manual effort and advancing automated testing practices.
- **Engineering Standards and Governance:** Establish and mature delivery frameworks, Definition of Ready (DoR), Definition of Done (DoD), quality gates, engineering standards and Agile delivery practices.
- **Technology and Product Delivery:** Oversee cross-functional engineering teams delivering modern digital products, mobile applications, integrations and cloud-based solutions, ensuring quality, scalability and release readiness.

**Responsible AI governance, standards and enterprise-scale adoption**

- **AI Strategy and Operating Model:** Shape enterprise AI transformation strategies, technology adoption, governance frameworks and scalable operating models across Discovery, Engineering and Delivery.
- **Responsible AI and Security:** Promote secure, ethical and compliant AI adoption, incorporating data protection, human oversight, risk management and recognised AI governance standards.
- **AI Innovation and Continuous Improvement:** Drive AI experimentation, emerging technology evaluation, automation opportunities and measurable business value through structured pilots and scalable adoption.
- **Delivery Governance and Executive Leadership:** Lead portfolio governance, stakeholder engagement, delivery reporting, risk management, Change Advisory Board (CAB) processes and continuous improvement across technology delivery.

### *National Heavy Vehicle Regulator (NHVR) (Contracting)*

### *Delivery Lead | Agile Delivery Manager | Senior Scrum Master | Project Manager*

### *Jan 2024 – Jun 2026*

Strategic delivery leader accountable for the successful delivery of NHVR's digital transformation portfolio supporting national heavy vehicle regulation, safety, productivity, and access management outcomes across Australia.

Led a portfolio comprising **6 delivery teams and more than 70 technology and business resources**, with responsibility for delivery governance, financial management, strategic planning, vendor engagement, and execution of a **$26M+ annual portfolio budget over a three-year period**.

Established, scaled, and led high-performing cross-functional teams across technology, product, business, spatial, data, and integration disciplines, ensuring alignment to organisational strategy and regulatory priorities.

**Key achievements and responsibilities:**

- Led delivery across NHVR's strategic digital ecosystem including **PBS (Performance Based Standards), HVNL Reform initiatives, National Access modernisation, Spatial and GIS platforms, National Network Map capabilities, and NHVR Go Online services**.
- Managed delivery governance, financial forecasting, resource planning, portfolio reporting, and risk management across multiple concurrent programs and initiatives.
- Directed and coordinated 70+ business and technology resources across 6 delivery teams, delivering multiple concurrent national transformation initiatives valued at over $26M annually. Driving delivery performance, stakeholder alignment, and operational excellence.

- Established and matured delivery frameworks, governance processes, Agile ways of working, release management practices, and portfolio reporting mechanisms.
- Delivered multiple product and platform implementations supporting regulatory operations, customer self-service capabilities, permit processing, access decision-making, and national heavy vehicle compliance activities.
- Partnered with executive stakeholders, Product Owners, business leaders, architects, technical leads, and external vendors to deliver integrated solutions aligned to strategic objectives.
- Managed third-party delivery partners and vendor relationships, overseeing integrated workflows, platform integrations, API services, and data exchange solutions across internal and external systems.
- Led planning and delivery of complex technology roadmaps, balancing strategic objectives, operational priorities, regulatory obligations, technical dependencies, and budget constraints.
- Supported national regulatory outcomes impacting thousands of heavy vehicle operators, transport businesses, road managers, assessors, and government stakeholders across Australia.
- Provided delivery leadership across six cross-functional teams supporting multiple products, platforms and strategic initiatives, ensuring alignment between business objectives, regulatory outcomes and technology delivery.
- Leveraged delivery metrics, governance reporting, and continuous improvement practices to improve delivery predictability, transparency, and stakeholder confidence.

### *Accenture Australia (Consulting)*

### *Senior Manager | Delivery Lead | Program Consultant | Release Train Engineer (RTE)*

### *Mar 2021 – Dec 2023*

Provided strategic delivery, transformation and Agile leadership across multiple enterprise and government clients, leading large-scale digital transformation, operating model, governance and delivery improvement initiatives.

**Key Achievements**

- Delivered strategic transformation initiatives across Government, Telecommunications, Insurance, Mining and SaaS sectors.
- Led Agile Release Trains, delivery portfolios and large-scale transformation programs comprising multiple teams and stakeholders.
- Established delivery governance frameworks, operating models, Agile ways of working and portfolio reporting capabilities.
- Led Program Increment (PI) Planning, Scrum of Scrums, Release Management and enterprise delivery governance.
- Implemented enterprise-scale Agile tooling, portfolio management and reporting solutions including JIRA, JIRA Align and Advanced Roadmaps.
- Coached executives, delivery leaders, Product Managers, Product Owners and delivery teams to improve organisational delivery maturity.

**Client Engagements:**

**IAG – Agile Project Manager | Delivery Manager | Agility Specialist**

- Provided strategic delivery leadership across product and program initiatives.
- Managed delivery plans, release strategies, stakeholder engagement and cross-functional delivery teams.
- Improved delivery predictability through Agile governance, planning and continuous improvement practices.

**Optus – Release Train Engineer (RTE) | Delivery Manager | Agile Coach**

- Led delivery governance and Program Increment planning across multiple Agile teams.
- Implemented enterprise JIRA taxonomy and standardised delivery practices.
- Facilitated Scrum of Scrums and managed cross-team dependencies and release coordination.

**Australian Taxation Office (ATO) – RTE | Agile Delivery Manager**

- Established program governance, delivery taxonomy and portfolio reporting frameworks.
- Coordinated multiple Agile teams and enabled frequent, high-quality releases.
- Leveraged JIRA Align and Advanced Roadmaps to improve visibility and strategic planning.

**Queensland Government – Delivery Manager | Senior Scrum Master**

- Led delivery strategy across the Housing and Homelessness portfolio.
- Improved delivery effectiveness across 14 Agile teams through governance, coaching and process improvement.

**Zendesk – Delivery Manager | Agile Enterprise Coach**

- Designed and implemented an enterprise Agile Delivery Playbook and Maturity Framework.
- Led Agile capability uplift across seven cross-functional teams.
- Delivered enterprise Agile training, coaching and leadership development programs.

**Rio Tinto – Project Manager | RTE | Agile Coach**

- Led planning and delivery of the Global Shaping Function Program.
- Managed scope, budget, resources, governance and strategic delivery planning.

- Implemented Lean-Agile operating models and delivery governance across global teams.

### *ASG Group (Consulting)*

### *Principal Consultant | Delivery Manager | Agile Project Manager | Agile Coach | Senior Scrum Master*

### *Sep 2017 – Mar 2021*

Provided strategic delivery, transformation and Agile leadership across multiple enterprise and government clients, leading large-scale technology transformation, digital delivery, operating model uplift and Agile adoption initiatives.

**Key Achievements**

- Delivered strategic transformation initiatives across Gaming, Banking, Insurance, Retail, Transport and Digital Commerce sectors.
- Led complex technology programs, product delivery initiatives and organisational transformation engagements across multiple enterprise environments.
- Managed delivery portfolios, budgets, resources, risks, vendors and executive stakeholder relationships.
- Established Agile operating models, governance frameworks, delivery practices and portfolio reporting capabilities.
- Coached executives, delivery leaders, Product Owners and delivery teams to improve organisational delivery maturity and business outcomes.
- Led delivery across portfolios comprising up to 12 cross-functional teams, multiple Scrum Masters and senior technology stakeholders.

**Client Engagements**

**Tabcorp – Delivery Manager | Senior Scrum Master | Agile Coach**

- Led strategic Agile transformation across the Gaming and Monitoring division.
- Held end-to-end delivery accountability across 12 cross-functional teams delivering large-scale technology initiatives.
- Established scalable Agile delivery practices, governance frameworks and capability uplift programs.
- Partnered with General Managers, Delivery Leads and senior stakeholders to align technology delivery with business strategy and operational outcomes.

**Suncorp Insurance – Agile Project Manager**

- Led delivery of the GICOP Insurance Compliance Program, ensuring alignment with the General Insurance Code of Practice.
- Held accountability for scope, budget, resources, risk management and stakeholder engagement.
- Coordinated delivery across multiple business and technology teams, reducing regulatory risk and ensuring compliance outcomes.
- Acted as primary stakeholder liaison and delivery lead across the program.

**Domino’s Pizza Enterprises – Senior Scrum Master | Delivery Manager**

- Led the $6M Phoenix Digital Transformation Program across international markets.
- Delivered strategic enhancements to online ordering platforms, mobile applications, administration systems and cloud-based platforms.
- Partnered with CIOs, Product Owners and executive stakeholders to drive prioritisation, delivery planning and governance.
- Improved customer experience, platform performance and operational scalability through modernised digital solutions.

**Super Retail Group – Senior Scrum Master | Agile Project Manager**

- Designed and implemented the enterprise Agile delivery framework across the organisation.
- Led product delivery initiatives, vendor management, release planning and continuous improvement programs.
- Provided leadership and coaching across 12 delivery teams and 8 Scrum Masters.
- Established delivery governance, reporting and metrics frameworks to improve visibility, predictability and business alignment.

**Suncorp Bank – Agile Project Manager**

- Led delivery of a $6.5M strategic initiative supporting the bank’s Marketplace Strategy.
- Managed scope, budget, resources, vendors and stakeholder engagement across multiple teams.
- Delivered customer engagement and digital advice capabilities through the Customer Workbench platform.
- Ensured successful delivery of business outcomes within budget and agreed timelines.

**Queensland Transport – Agile Coach**

- Delivered Agile transformation coaching and capability uplift across business and technology teams.
- Facilitated Agile training, leadership coaching and organisational change initiatives.
- Supported delivery teams in adopting Agile ways of working and improving delivery performance.
- Acted as a trusted advisor to leaders and teams, driving continuous improvement and organisational capability uplift.

### *IQ Group Australia (Consulting)*

### *Principal Consultant | Agile Project Manager | Delivery Manager | Scrum Master | Agile Coach*

### *Sep 2014 – Sep 2017*

Delivered strategic consulting engagements across Banking, Wealth Management and Superannuation sectors, leading technology transformation, regulatory compliance programs, Agile delivery initiatives and organisational capability uplift.

Provided strategic delivery, transformation and Agile consulting services across Banking, Wealth Management, Superannuation and Financial Services sectors. Led large-scale technology transformation initiatives, enterprise Agile implementations and regulatory programs while partnering with executive stakeholders to improve organisational delivery capability and business outcomes.

**Key Achievements**

- Delivered large-scale transformation initiatives across Banking, Wealth Management and Superannuation sectors.
- Led technology delivery programs with accountability for scope, budgets, resources, risks, vendors and stakeholder management.
- Established Agile operating models, governance frameworks and delivery practices across enterprise environments.
- Delivered Agile capability uplift, executive coaching and transformation training programs.
- Managed multiple cross-functional teams, workstreams and delivery portfolios in complex regulatory and technology environments.
- Partnered with CIOs, CEOs, Product Owners and executive stakeholders to deliver strategic business and technology outcomes.

**Client Engagements**

**AMP / Rice Warner – Senior Scrum Master | Project Manager | Agile Coach**

- Led a $10M, 18-month transformation initiative delivering an enterprise Agile operating model and product comparison platform.
- Held end-to-end accountability for scope, budget, resources, vendors and stakeholder engagement.
- Designed and implemented Agile delivery frameworks, governance models and capability uplift initiatives.
- Led delivery across multiple teams while coaching leaders, Product Owners and delivery teams to improve organisational performance and delivery outcomes.

**DST Bluedoor / Old Mutual – Senior Scrum Master | Project Manager**

- Led Agile adoption across the Wealth Program during the transition from traditional Waterfall delivery to Agile ways of working.
- Managed delivery across multiple teams, ensuring delivery continuity, stakeholder alignment and successful adoption of Agile practices.
- Conducted Agile maturity assessments and developed improvement roadmaps to enhance team performance and delivery effectiveness.
- Improved communication, transparency and collaboration across business and technology stakeholders.

**IQ Group – Agile Trainer**

- Delivered Agile transformation training and certification programs across client organisations.
- Developed and facilitated training courses for executives, leaders, Product Owners, Scrum Masters and delivery teams.
- Supported organisational Agile transformations through coaching, mentoring and capability development initiatives.

**Nedbank – Senior Project Manager | Delivery Manager**

- Led a large-scale enterprise AML, CFT and Sanctions compliance program spanning multiple banking divisions and regulatory domains.
- Held accountability for end-to-end program delivery, including governance, planning, budget management, resource allocation, risk management and executive reporting.
- Managed multiple workstreams and cross-functional delivery teams while maintaining regulatory compliance and delivery quality.
- Partnered with executive stakeholders including CIO and CEO-level leadership to provide governance, reporting and strategic delivery oversight.
- Established governance frameworks, controls and delivery processes to support successful program execution and regulatory compliance outcomes.

## *Barclays Bank*

## *ICT Program Manager | Project Manager*

## *May 2007 – Dec 2010*

Directed enterprise technology programs across Banking, Wealth, Asset Finance, Home Loans and Retail Banking portfolios, leading teams of 50+ resources and managing complex transformation, integration and business change initiatives with full accountability for delivery, governance, financial oversight and stakeholder management.

**Key Achievements**

- Led large-scale technology programs and transformation initiatives across Banking, Wealth, Asset Finance, Home Loans and Retail Banking divisions.
- Held end-to-end accountability for planning, financial management, governance, stakeholder engagement and delivery execution.
- Managed cross-functional teams of 50+ resources across multiple concurrent programs and projects.
- Delivered complex system integration, process optimisation and business transformation initiatives.

- Established governance frameworks, reporting structures and delivery controls to improve visibility and execution performance.
- Provided executive reporting and strategic delivery oversight to senior leadership and business stakeholders.
- Consistently delivered strategic initiatives on time, within budget and aligned to organisational objectives.

### *Nedbank*

### *ICT Project Manager*

### *Jan 2002 – May 2007*

Led technology project delivery initiatives across a major banking environment, managing end-to-end project lifecycles, stakeholder engagement and business-technology alignment to deliver successful technology and business outcomes.

**Key Achievements**

- Managed end-to-end delivery of technology projects across multiple banking domains, applying PRINCE2 methodologies and structured delivery practices.
- Led project initiation, planning, execution, monitoring and closure activities, ensuring governance, quality and delivery consistency.
- Facilitated stakeholder workshops, requirements definition sessions and business engagement activities to align technology solutions with business objectives.
- Coordinated cross-functional teams across business and technology functions to successfully deliver project outcomes.
- Established strong stakeholder relationships and communication channels to improve transparency, collaboration and decision-making.
- Managed project risks, issues, dependencies and delivery plans to support successful execution and minimise delivery impacts.
- Delivered projects within agreed scope, timelines and quality expectations while maintaining alignment to organisational objectives.
- Developed strong foundations in project governance, stakeholder management, financial oversight and technology delivery within a complex banking environment.