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Manuel Re

Program Director, digital business transformation. I take over enterprise programs that have stalled and get them live, and I have stayed close enough to the technology to build as well as govern.

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SUMMARY Profile

I partner with organisations to bridge the gap between complex technical innovation and measurable business value. The work rests on three foundations: technical mastery (AI and Copilot, Azure cloud, cybersecurity, ERP platforms), structural governance (PMO setup, PRINCE2, rigorous compliance) and people leadership (professional coaching, change management).

Rather than simply managing tasks, I act as a catalyst, turning chaotic technical environments into streamlined, high-performing operations. Whether establishing a PMO from the ground up or leading a digital transformation, I make sure technology investments are secure, adopted by staff and aligned with long-term business growth.

AREAS OF EXPERTISE What I bring

DIGITAL STRATEGY AND TRANSFORMATION	Transformation roadmaps, AI integration, change management, strategic planning.
PROGRAM AND PROJECT DELIVERY	Agile and hybrid methodologies, portfolio management, vendor negotiation, budget and financial control.
TECHNOLOGY AND SOLUTIONS	Cloud migrations, ERP and CRM platforms, enterprise optimisation, data analytics, BI and AI.
GOVERNANCE AND LEADERSHIP	ITIL service management, risk and compliance, stakeholder and executive engagement, team development.

KEY ACHIEVEMENTS Selected results

01 Directing the A$2M+ lead-to-cash transformation at AccessEAP on Dynamics 365 and Business Central, establishing a Microsoft Fabric data lake and an applied AI practice that supports the implementation, and delivering in months what the business had not achieved in five years.

02 Led the implementation of Microsoft Copilot with Dynamics 365 Customer Service for Bankwest, reaching go-live six months ahead of the company's projection.

03 Designed and implemented the PMO at Revolution, establishing scalable frameworks and governance that significantly improved project delivery efficiency and consistency across key initiatives.

04 Managed an A$7.5 million digital program portfolio at Business NSW, including a complete organisational ERP transformation.

05 Led AI-driven modernisation, implementing Microsoft Copilot and Dynamics 365 AI solutions across multiple organisations.

06 Enabled C-suite decision-making by developing and delivering dashboards with Microsoft Fabric and Power BI.

07 Modernised customer and contact-centre operations through agentic AI implementation and process optimisation.

PROFESSIONAL EXPERIENCE Where the work was done

APR 2026 – PRESENT

AccessEAP

Program Director, Digital Business Transformation

- Lead the end-to-end lead-to-cash transformation, replacing all legacy systems with Microsoft Dynamics 365 Sales, Customer Service and Marketing, custom-built customer and user portals, and Business Central as the finance system: a program valued at over A$2 million that the organisation had been unable to deliver in the previous five years.
- Established the program's applied AI practice to support the implementation, embedding governed use of Microsoft Copilot and AI agents across requirements analysis, data cleansing and normalisation, test design and documentation, with security and privacy guardrails agreed up front.
- Directed the Microsoft Fabric data lake initiative, consolidating legacy and Dynamics 365 data into a single governed platform, resolving schema visibility, SQL analytics endpoint and semantic model refresh issues hands-on, and delivering Power BI reporting for the executive team.
- Designed and ran the pre-migration data cleansing program using a Dataverse staging schema and a model-driven Power App, enabling non-technical data stewards to validate and correct records before migration.
- Manage the project managers and consultants supplied by the implementation partner and specialist agencies against one integrated plan, holding scope, dates and quality to the commitments made to the Board.
- Ran the program single-handed for the first five months across agency management, internal communications and delivery, then built internal ownership so the business can run the platform through go-live and beyond.
- Built the UAT pack from a 373-requirement Azure DevOps baseline and now run concurrent UAT, data migration, training and change-communication workstreams to a fixed go-live date, with hypercare and transition to business as usual to follow.
- Designing a Power Pages booking portal for clinicians and clients as the next release on the platform, and reporting to the Board and executive on scope, benefits, risk and readiness.

JUL 2025 – APR 2026

Revolution Software Services

a Toyota Motor Corporation Australia company

PMO Manager, Australia and New Zealand

- Reduced delivery cycle time by 30% by implementing new SDLC frameworks within the first six months in the role.
- Improved project visibility for the C-suite, moving from manual updates to real-time Microsoft Power BI dashboards and reducing reporting time.
- Established and led the Project Management Office (PMO) practice to strengthen delivery governance, reporting and execution across all major technology and business initiatives.
- Partnered with the executive leadership team to define and implement a more efficient software development life cycle (SDLC), improving delivery velocity, quality and stakeholder transparency.
- Oversaw portfolio planning, prioritisation, resource management and risk management for key revenue-generating programs across the organisation.
- Developed and maintained governance frameworks, templates and performance dashboards to ensure consistent project oversight and accountability.
- Drove cross-functional collaboration between development, product and operations teams to improve alignment, delivery standards and customer outcomes.
- Led continuous improvement initiatives focused on delivery excellence, resource optimisation and benefits realisation.
- Mentored project managers and delivery leads, fostering a culture of ownership, agility and customer-centric execution.
- Led TUNE and TUNZ development and product improvement, the dealer management system built exclusively for Toyota Australia and New Zealand, in collaboration with TMCA, TWA and TNZ executives and program managers.

JUL 2024 – JUN 2025

365 Mechanix

Senior Program Manager

- Delivered the end-to-end Microsoft Copilot and Dynamics 365 Customer Service implementation for Bankwest, modernising the customer support platform and contact centre with AI capabilities and reaching go-live six months ahead of the company projection.
- Shaped the Copilot capability set for service agents, including AI-assisted case summarisation, knowledge retrieval and response drafting, and drove adoption with the business so the AI investment changed how work was done rather than sitting unused.
- Directed a major SharePoint Online migration, migrating legacy content and integrating Copilot for AI-assisted knowledge access, with data governance, privacy and information classification controls applied so that AI answers were grounded on approved content.
- Ensured AI models, prompts and workflows complied with the bank's cybersecurity, privacy and responsible AI standards, in collaboration with product owners and technical managers.
- Led the data strategy and the adoption of Microsoft Copilot for data analysis and normalisation ahead of migration and reporting.
- Led cross-functional teams of consultants, business analysts and developers, aligning on strategic goals, scope and timelines.
- Developed detailed project plans covering scope, resource allocation, risk mitigation and communication protocols.
- Monitored milestones, deliverables and budget; proactively identified and resolved project risks and issues.

JAN 2021 – MAY 2024

Business NSW

General Manager, Head of Projects and Digital

- Directed program, project and change-management functions across diverse digital initiatives.
- Directed the data warehousing initiatives, overseeing the migration of all existing documents to SharePoint, the adoption of Microsoft Fabric and a data lake for enhanced data management, and the development of Power BI dashboards that gave the executive team and division managers deeper insight into trends and business outcomes.
- Implemented Ceridian Dayforce for performance management via Microsoft 365 and Power Automate.
- Managed an A$1 million redesign of Skillsroad.com.au, integrating Adobe Experience Manager with Dynamics 365 to increase lead generation by 40%.
- Spearheaded Azure cloud migrations, AI integrations (Copilot) and process automation with Power Automate and the Power Platform, and strengthened data governance policies in Microsoft 365.
- Defined and led the enterprise IT strategy, aligning the technology roadmap with commercial and operational priorities and taking full-spectrum leadership of the IT function.
- Built and mentored a high-performing cross-functional IT team, overseeing delivery, support and innovation.
- Established ITIL-based service management processes, ensuring SLAs and KPIs were met across all internal and cloud services.
- Implemented robust cybersecurity measures and managed vendor partnerships to safeguard infrastructure and optimise service delivery.
- Delivered strategic and operational dashboards using Microsoft Fabric and Power BI for executive reporting.
- Oversaw an A$7.5 million program portfolio: Azure migration, vendor selection, financial management and risk reporting to the Steering Committee and C-suite.
- Led ESG initiatives: drafted the carbon-tracking RFP, managed vendor evaluation, and ran EV adoption workshops and trials.

SEP 2019 – DEC 2020

Luminary

Senior Program Manager

- Managed digital transformation projects end to end using Agile and hybrid methodologies.
- Delivered Kentico and Dynamics 365 implementations for UNICEF, EISS, the Fred Hollows Foundation and Pet Food.
- Facilitated Agile workshops with customers within the Luminary Agile Academy.
- Provided operational leadership during the COVID-19 pandemic and established project governance frameworks.

JAN 2015 – AUG 2019

Australian Computer Society

Head of Product Engineering and Innovation

- Revitalised an A$4 million Adobe Marketing Stack implementation into a multi-channel digital solution with Salesforce, IDM and microservices.
- Defined the organisation's digital roadmap, launching a micro-credential initiative and a new LMS to enhance the member experience.
- Oversaw end-to-end IT service operations, implementing the ITIL framework to streamline incident and problem management and achieve faster resolution times.
- Managed IT vendor agreements and ensured service KPIs and SLAs were consistently met, improving system reliability and user satisfaction.
- Led cybersecurity compliance efforts, cloud-migration strategy and complex software integrations.
- Managed data analytics projects using Adobe Analytics and Tableau, and partnered with the legal department to implement compliance for data retention and security policies.
- Developed and executed technology strategies, aligning service support and engineering initiatives with business goals.

JAN 2001 – JAN 2015

Eidosmedia S.p.A.

Milan, Italy and New York, NY

Head of Product Innovation and Delivery

- Built the Quality Assurance division from the ground up to support software improvement, establishing testing and support practices, release standards and defect management that were adopted across the company's global delivery.
- Led the application specialist and project delivery teams for some of the largest newspapers in the United States, including The Washington Post, The Boston Globe, the New York Post and The Denver Post, relocating to New York to lead North American delivery.
- Led the implementation of the Eidosmedia platform for News Corp Australia mastheads and regional publications and for The Australian Financial Review, and supported delivery teams worldwide for HT Media, China Daily and the South China Morning Post.
- Worked directly with R&D and product engineering to develop improvements across the main Eidosmedia software suite, and led the design and development of the new mobile suite.

EDUCATION AND CERTIFICATIONS Credentials

2023	**Cybersecurity Bootcamp**	*University of Sydney*
2022	**Diploma of Professional Coaching**	*AIPC*
2020	**PRINCE2 Foundation and Practitioner**	*PM-Partners*
1996	**Diploma of Computer Science**	*ITIS Ascanio Sobrero, Italy*