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GOVERNANCE INTEREST

Strong background in corporate strategy, risk management, and regulatory compliance. Demonstrated experience in collaborating with executive leadership, board members, and stakeholders to ensure transparency, accountability, and ethical practices. Passionate about driving organisational excellence through robust change management practices.

EDUCATION

Institute of Directors 2023

- ▶ Company Directors Course
- ▶ Finance Essentials Course

Māori Leadership Course 2019

- ▶ Indigenous Growth Limited

Bachelor's Degree 2008

- ▶ Information Systems & Business Management – Victoria University of Wgtn.

Change Management

- ▶ Lean Change – 2016
- ▶ PROSCI – 2015
- ▶ ChangeFirst – 2009
- ▶ Life Style Inventory – 2016
- ▶ DiSC Profiling – 2016
- ▶ Myers Briggs – 2015

Ana Matsis

Governance CV

PROFESSIONAL EXPERIENCE SUMMARY

Since 2012 I have been leading end-to-end change management programmes for some of Australia and New Zealand's largest transformation programmes. My accountabilities have been relatively consistent and include:

- ▶ Lead Business Adoption Teams (change management, training, communications, and adoption) to implement the changes smoothly, with minimal disruption to business operations.
- ▶ Accountable for the change management, communication, training and adoption strategies. Demonstrate to Steer Co and the Board that these strategies align to corporate strategy.
- ▶ Collaborate with cross-functional operational teams to ensure alignment with project goals, benefits, and objectives.
- ▶ Identify, monitor, and mitigate organisational risks and issues
- ▶ Establish effective relationships with board, executive leaders, management, partners, vendors, and operational staff.

PROFESSIONAL EXPERIENCE

BUSINESS ADOPTION MANAGER

Jan 2024 – Present

Zespri | Mt Maunganui, NZ

[Zespri International](#) is the world's largest marketer of kiwifruit, selling kiwifruit into more than 59 countries and managing 30 percent of the global volume.

Programme A once-in-a-generation transformation programme to complete the digital transformation of Zespri's end-to-end Supply Chain.

Achievement

- ▶ Established portfolio wide change management framework, increasing programme change leadership capability by 67%
- ▶ In my first two months I developed a comms and engagement cycle for sponsor messaging to ensure aligned executive leadership, middle management, and front-line employees around a common vision during.

TRANSFORMATION CHANGE DELIVERY LEAD

Jul 2023 – Dec 2023

NZ Police | Wgtn, NZ

[NZ Police](#) help everyday kiwis to be and feel safe in their homes, on our roads and in their communities. Police operate 24 hours a day in a complex environment to actively target and prevent crime and harm.

Programme A \$32m NZD, five-year transformation programme to improve-capability across our frontline police and significantly improve the experience for victims.

Achievement

- ▶ Identify, monitor, and mitigate organisational risks and issues
- ▶ Reviewing and adapting programme changes due to the ongoing changes from the 2023 election.

ENTERPRISE CHANGE & COMMS MANAGER

Sep 2021 – Jul 2023

Contact Energy | Wgtn, NZ

[Contact Energy](#) employs 1000 people across NZ to generate and supplies electricity, LPG and natural gas to over 550,000 customers. Contact is one of NZ's largest listed companies.




Heaven's Saints Kennel


One of NZ's four registered Saint Bernard kennels. Breeding purebred, pedigree, rough coat Saints.

MEMBERSHIPS


- ▶ Institute of Directors
- ▶ Change Management Institute
- ▶ North Island St. Bernard Club
- ▶ Dogs NZ


KEY SKILLS

Strategy & decision making


Organisational change mgmt.



Organisational Design


Risk analysis and reporting


Leadership & people mgmt.


Learning & development


Stakeholder management


Corporate Communication


PROFESSIONAL EXPERIENCE

Programme	A \$27m NZD programme to upgrade the enterprise resource planning software; SAP. Contact uses SAP across the business to integrate their day-to-day financial, retail, and generation processes.
Achievement	<ul style="list-style-type: none"> ▶ Maintain strong relationships with our Board, Governance Committees and executives. ▶ Our change programme ensured our people were ready, willing, and able to work in the upgraded finance system. Resulting in all our customers and vendors being paid correctly the first time, and on time.

SENIOR CHANGE MANAGER

Dec 2020 – Sep 2021

MSD | Wgtn, NZ

The [Ministry of Social Development](#) (MSD) is responsible for NZ's social sector. MSD work directly with New Zealanders to improve their social wellbeing.

Programme	A \$17m NZD investment to implement a new Enterprise Data Catalogue and upgrade their data platforms.
Achievement	<p>Implemented a data catalogue training programme resulting in:</p> <ul style="list-style-type: none"> ▶ Over 1M pieces of data being cleansed, ▶ 100% of new data entered in the first six weeks was accurate, and ▶ Consolidated, archived, or removed over 2000 corporate reports.

BUSINESS CHANGE INTEGRATION LEAD

Nov 2019 – Dec 2020

ACC | Wellington, NZ

[Accident Compensation Corporate](#) (ACC) is a state-owned enterprise set up to help New Zealanders and visitors get back to everyday life, if they're injured as a result of an accident.

Programme	A \$30m NZD investment to upgrade the very outdated client payment system and transform business processes.
Achievement	<ul style="list-style-type: none"> ▶ Developed a framework that significantly reduced transition time from 12 weeks, down to 2 weeks. This ensured stakeholders received changes faster and with fewer disruptions to business operations. ▶ Developed a suite of change management tools to ensure a steady, consistent cadence for my team to thrive across 6 workstreams.

SENIOR CHANGE MANAGER

Dec 2018 – Nov 2019

NZ Post | Wellington, NZ

[NZ Post](#) is a state-owned enterprise that delivers parcels, packages, and letters for businesses/customers. NZ Post also provide services for businesses: logistics, e-commerce, supply chain, warehousing, and distribution services.

Programme	Implement the Change Management Capability framework and toolkit across all levels of NZ Post. I lead the Change Management effort on the following programmes: Cyber Security, MBIE Payroll Holidays Act, NZ Post Network Re-design, and the NZ Post side of the Kiwibank Separation.
Achievement	<ul style="list-style-type: none"> ▶ Contributed to the 2019 Integrated Year End Report (Our People, Relationships and Expertise sections). ▶ Developed a Māori Development and Capability strategy that ensured the Māori Mentoring program was implemented across the business. \$20,000NZD of funding was secured for mentoring and networking events.



PROFESSIONAL EXPERIENCE

SNR. CHANGE MANAGER

Mar 2018 – Dec 2018

PowerCo | New Plymouth, NZ

[PowerCo](#) is an energy company with over 500 employees that works hard to supply electricity and gas to over \$1m NZD customers across the North Island.

Programme	A \$23m NZD programme to upgrade their enterprise resource planning software SAP; their core system that integrates their Financial, Retail, Gas, and Generation processes.
Achievement	<ul style="list-style-type: none"> ▶ Managed a \$2.8m NZD budget to lead six direct reports, working across 10 project workstreams. ▶ Delivered education sessions to 1200 staff across PowerCo within 3 weeks.



SENIOR CHANGE MANAGER

Oct 2017 – Mar 2018

ACC 1/2, Wellington NZ

[Accident Compensation Corporate](#) (ACC) is a state-owned enterprise set up to help New Zealanders and visitors get back to everyday life, if they're injured as a result of an accident.

Programme	A \$30m NZD investment to upgrade the very outdated client payment system and transform business processes.
Achievement	<p>Automated manual transfer of client information between four of our client systems resulting in:</p> <ul style="list-style-type: none"> ▶ A significant reduction in human errors, ▶ At least 45% reduction in processing the client's claim, and ▶ ~65% of our clients being paid at least one week faster.

Short contracts with:

- ▶ AMP Australia: Apr 2017 – Aug 2017
- ▶ Commonwealth Bank Australia: Mar 2017 – Apr 2017



CYBER SECURITY STRATEGY CONSULTANT

Jul 2016 – Mar 2017

Qantas | Sydney, Australia

[The Qantas Group](#)

is the world's second oldest airline. Their main business is international and domestic aviation transportation across two brands: Qantas and Jetstar.

Programme	A \$24m AUD Cyber Security Transformation Programme to uplift capability and reduce the number of cyber incidents directly related to ~28k staff across the globe.
Achievement	<ul style="list-style-type: none"> ▶ Planned and executed gamification sessions for the Managing Director and his top 60 executives. ▶ Embedded a new 24/7 Cyber Security Operations Centre including a new governance structure and operating model. ▶ Behaviour changes were compliant with Cyber Security Risk Management ISO 31000:2009



CHANGE TRANSFORMATION MANAGER

Apr 2014 – Jul 2016

Sydney Water | Sydney, Australia

[Sydney Water](#) with approximately 3000 employees, Sydney Water is Australia's largest water utility, providing water, wastewater, recycled water and stormwater services to the Greater Sydney region.

Programme	<p>A \$30m AUD field mobility programme. Moving blue-collar workforce from paper to mobility tablets. Other programmes I consulted on:</p> <ul style="list-style-type: none"> ▶ Delivering the Health & Safety Campaign ▶ Establishing the Women's Mentoring Group ▶ Co-creating the Sydney Water Signature Behaviours
Achievement	<ul style="list-style-type: none"> ▶ Delivered Health & Safety campaign that saw a 25% reduction in company-wide injuries in 30 days. ▶ Co-created the Sydney Water Signature Behaviours and company values.



PROFESSIONAL EXPERIENCE

SENIOR CHANGE MANAGER

Oct 2013 – Apr 2014

Westpac | Sydney, Australia

[Westpac](#) is Australia's first bank and oldest company, one of four major banking organisations in Australia and one of the largest banks in New Zealand. Through a portfolio of brands and businesses Westpac provides Consumer, Business, Westpac International Bank, Westpac NZ, Group Business, Specialist Business and Wealth Management Services.

Programme	A \$16m AUD regulatory and compliance programme established to address Anti Money Laundering and BASEL III requirements by changing a number of banking products.
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Achievement	<ul style="list-style-type: none"> ▶ Develop, execute, and measure the change management, learning and development, and communications strategies to ensure compliance with the Anti Money Laundering legislation; BASEL III. ▶ Managed the stakeholder relationships across all five Westpac brands (Westpac, St George, Bank of Melbourne, Bank of South Australia and BT Financial Group) ▶ Ensured project benefits traced back to corporate strategic directives. ▶ Clear metrics and measures to track and ensure sustainable behaviour change
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Short contract with:

- ▶ Village Roadshow Themeparks Australia: Aug 2013 – Oct 2013

CHANGE MANAGER

Jan 2013 – Aug 2013

Queensland Urban Utilities | Brisbane, Australia

[Queensland Urban Utilities](#) (QUU) supplies drinking water, recycled water and waste water services to a population of more than 1.5m customers in South East Queensland.

Programme	(1) Separate 1500 QUU staff from Brisbane City Council and (2) stand up an independent payroll platform for QUU. A very complex Enterprise Bargaining Agreements, a restructure and updated remuneration agreements led to a politically charged environment
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Achievement	<ul style="list-style-type: none"> ▶ Built a trusted relationship with the blue-collar unions and union delegates reduce resistance. ▶ Led the procurement process to assess tender submissions and statement of work proposals ▶ Led contract negotiations for successful vendor. ▶ 100% compliance to the Queensland and Australian employment laws.
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CHANGE MANAGER

Jun 2012 – Dec 2012

Village Roadshow Themeparks | Gold Coast, Australia

[Village Roadshow Themeparks](#) is Australia's largest theme park operator managing five parks: Movie World, Sea World, Wet'n'Wild, Paradise Country, Australian Outback Spectacular and Sea World Resort. Collectively these venues enjoy around 5m guests per year.

Programme	A \$17m AUD SAP Transformation programme to implement Financial Controls and Payroll modules. These modules lead to streamlined financial processes, automated accounting tasks, real-time insights, and better workforce planning/resource allocation.
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Achievement	<ul style="list-style-type: none"> ▶ Partnered with HR executives to embed best practice change management across the organisation. ▶ This was the second attempt at the payroll project. During the first attempt, the change was handled so poorly that Unions got involved and staff went on strike. I built a trusted relationship with Union delegates with clear plans, high levels of collaboration, and a robust support plan. My approach allowed us to successfully deliver the project with no resistance or strikes.
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Contract with:

- ▶ Origin Energy Australia: Jul 2011 – Jun 2012





Volleyball
a favourite past-time

Change Management Industry

- ▶ Coaching change practitioners to advance in their careers.
- ▶ Consulting Change Practice Leads on Methodology, Frameworks and Tools.
- ▶ Led a taskforce of Change Practitioners to develop a change methodology suitable for Agile release trains and Programmes.
- ▶ Currently developing the NZ Change Management Awards.

Sports Coaching

- ▶ Volleyball Victoria University, Wellington East Girls, and Wellington Youth.
- ▶ Netball Tawa College, Netball Victoria University, Netball Wellington Indoor Sports.

Mentoring

- ▶ Year 12 & 13 students.
- ▶ Contact Energy - Māori & Pasifika Network.
- ▶ NZ Post - Māori Mentoring Programme.
- ▶ Victoria University - Māori & Pasifika first year students.
- ▶ Graduates at Contact Energy, ACC, MSD, NZ Post, Qantas, and Sydney Water.

Event Manager

- ▶ Wedding Planner.
- ▶ Community Fundraisers.
- ▶ International Women's Day events 2019 - 2024.

Community outreach

- ▶ Covid Care Packs 2020 - 2022.
- ▶ Rest home visitations.
- ▶ Food parcel delivery to vulnerable families.
- ▶ Preserved fruit for families in need.

Teaching & Facilitating

- ▶ First Māori & Pasifika Head Tutor for the School of Information Management at Victoria University.
- ▶ Victoria University Undergraduate Tutor.
- ▶ Adult Lesson Studies based on quarterly theme.
- ▶ Young Adult Bible Basics Classes.
- ▶ Children Lesson Studies based on quarterly theme.

Ambitions for 2024

- ▶ **Activate my Chartered Membership.** Secure a board role to activate my chartered membership.
- ▶ **Organic Fruit and Vegetables.** Given the increasing cost of living my family and I have planted a mini orchard, citrus grove, grape vine canopy with over 60 varieties of fruit. We are part way through re-building an organic veggie garden measuring ~80m². Our intent is to grow fruit and vegetables and gift it to family, friends, and community members in need.
- ▶ **Depression & Anxiety Facilitator.** I'm planning to complete training that enables me to facilitate a six-week course to help people learn coping tools/techniques to assist with Depression and Anxiety.

Our garden

