



Jade Philippe

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Project Success, Delivered.

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+ PROFILE

Senior Leader with extensive experience in leading operational and customer driven operations; including Professional Services for Technology companies, healthcare services with Goodlife and Silver Chain, Financial technology start-up for the world's first instant home loan, and subscription services with News Corp and its numerous media brands.

+ KEY ENGAGEMENTS (ADEPT)

Defence

Leads a team of technology professionals in consulting and delivery of projects. Partnering with organisations to make technology projects successful.

Working together as collaborative partners, aligned to the organisation's goals. Helping clients avoid the pain of poorly set up initiatives by leveraging the expertise of consultative professionals.

Government

Account management for numerous Government clients, including Department of Defence, SACE Board, Department for Education, Courts Admin. Authority, Lifetime Support Authority and others, where our repeat business and internal referrals tells the story of our continued successful project delivery.

Health

Partnering with companies such as Sonder Healthcare, Barkuma, Lighthouse Disability, Lumary, Eldercare and others shows his deep understanding of what matters to the health, community and disability sectors.

+ SKILLS and EXPERTISE

- Operational and General Management
- Defence and Government protocols
- Account management and assurance
- Risk management
- Vendor management and negotiation

+ SIGNIFICANT ACHIEVEMENTS

- Managed teams of up to 600 staff including 12 direct reports in client experience operations.

- In addition, led project teams with up to 10 individual brands and resources and marketing budgets on state and national campaigns.
- Leading teams, through to and exceeding strict KPIs in relation to Service Level Agreements including; grade of service, customer satisfaction and net promoter scores. Awarded customer satisfaction award via LiveChat for being above National average in Customer satisfaction.
- Establishing change and influencing through well-developed communication skills via numerous channels; presentations to large groups, video and tele-conferencing, face to face and training environments.
- Led a team of 12 internal and external stakeholders to communicate to 36000 customers and staff significant changes to the company's business operation. Delivered this highly complex, people and technology intensive program in 6 months across 6 businesses, within budget and further secured additional wage savings, attributing 20% savings in frontline costs.

+ CAREER HISTORY

- Adept Technology**
General Manager
- Hudson Global Resources**
Consultant
- SilverChain**
Customer Service Manager
- Tic:Toc**
Operations Manager, Client Liaison
- NewsCorp**
Sales Manager
- More Clients Less Work**
Managing Director
- Goodlife Operations**
State Manager

+ QUALIFICATIONS

Dip. Mgmt. Dip. Business. Adv. Dip ICT. Cert. 4 Training and Assessment. Cert. 4 Finance and Mortgage Broking