

HUMAN RESOURCES & CORPORATE STRATEGY EXECUTIVE

*Progressive and Relevant Talent Management & Business Solutions for Today's Rapidly Changing Workforce & Workplace
Poising Organisations for Strategic Competitive Wins within a Volatile, Ever-Evolving Marketplace*

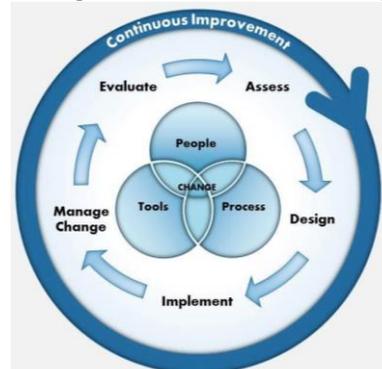
PEOPLE & CULTURE | WORKFORCE PLANNING & RECRUITMENT | LEARNING & DEVELOPMENT | CHANGE MANAGEMENT
PURPOSE-LED CULTURE ARCHITECT | HUMAN CAPITAL STRATEGIST | GLOBAL TALENT FUNCTION THOUGHT LEADER

INFLUENTIAL AND TRUSTED HR EXECUTIVE with a progressive career steering global organisations through complex transitions and building an empowered and talented workforce in cross-cultural environments in highly competitive industries.

Proven expertise in defining organisational structure and human capital requirements to align HR functions with business goals, providing the catalyst to optimise performance, enhance productivity, and drive revenue and profit growth.

- **Credible and transparent leadership** underpins innate business sense and an uncompromising commitment to staff retention and world-class support services.
- **Recognised as an energetic promoter and champion of new ideas and initiatives** for greater perspective. Inspired by finding new ways, influencing change, and uncovering new avenues to deliver organisations of the future.
- **Consummate at managing multiple functions**, isolating and resolving issues, and transforming unproductive or erroneous processes into models of best practice.

Building World-Class Organisations Through Next-Generation Leadership



CORE COMPETENCIES

Talent Management Leadership	Talent Acquisition Strategies	Consensus Building & Teaming
Human Capital Strategy	Organisational Structure Design	Training Outcome Maximisation
Training Program Design & Delivery	High-Potential Program Management	Employee Lifecycle Development
Talent Management Frameworks	Strategic Planning & Vision	Change Management / Turnarounds
Leadership & Management Programs	Performance Measures & Metrics	High-Impact Presentations
Remuneration & Rewards	Budgeting & Cost Containment	C-Level Negotiations

Technology: Microsoft Office Suite; SAP; Enable HR; eWAY; PayWay; Xero; MYOB; Lucidchart; Yammer; LinkedIn Recruiter; PayScale; TriNet

CAREER CHRONOLOGY

ATLASSIAN Sydney NSW Chief Human Resources Executive & Advisor	2005–2017 2005–2017
Supplementary Atlassian Business Unit Transformation Assignments:	
Chief Client Services Executive (2014–2015) Human Resources Manager (2008–2009) Customer Support Manager (2006)	

EXECUTIVE LEADERSHIP EXPERIENCE & ACHIEVEMENTS

ATLASSIAN | Sydney NSW | 2005–2017

A world renowned software company; specialises in cloud-based solutions that optimise business workflow and improve productivity.

Chief Human Resources Executive (2005-2017)

Simultaneously managed the global HR business partner function with strategic business unit transformation projects to drive local and international change initiatives during a period of complex organisational restructuring and rapid growth. Managed all aspects of HR including: recruitment, engagement and retention (employee lifecycle); performance and rewards; and policies and procedures. Additionally, centred efforts around organisational development, L&D, branding and compliance.

TAMZIN GRAHAM

Selected Results:

- **Paved the way for future growth**—industrialised and led the first Atlassian Leadership Program for current and emerging leaders incorporating a management resource toolkit; ongoing education, training and crisis leadership preparation; and self-sufficiency.
- **Bolstered the company through rapid expansion** and increased the team headcount with ‘high-potential’ employees—created companywide recruitment standards for talent acquisition, ‘hiring the right people’ based on cultural fit and skills to fulfil the role.
- **Maximised employee on boarding, engagement and retention**—initiated and rolled out the global Employee Journey Framework, providing a roadmap for new hires to seamlessly navigate their first year and progress through the ranks thereafter.
- **Reduced corporate office sick leave; minimised workplace incidents; and influenced a global, zero harm safety culture**—initiated and fulfilled an OHS Framework, policies and procedures; established an OHS register, fire and first aid representation in all offices; educated managers on accountabilities and compliance; formed and coordinated a global OHS committee.
- **Reversed staff turnover and redundancies**; amplified productivity, loyalty and trust; and increased companywide transparency—influenced a shift towards executive led open, honest and informative communication; team building and engagement activities; employee feedback surveys centred around company Mission, Vision and Value Statements. Initiative was a resounding success and resulted in several employees returning to the workforce.
- **Globally aligned employee performance and remuneration**—analysed market rates for salary in Australia, NZ and the UK; identified functional responsibilities; created role descriptions; and introduced KPIs, performance monitoring and benefits.
- **Identified and attracted global talent**; fortified reputation as an employer of choice; and increased team productivity to address global expansion and skill shortages—initiated, developed and led the Atlassian Brand and Talent Acquisition strategy.
- **Increased employee engagement and lowered absenteeism in high risk areas**—supported senior level decision making, Employee Assistance Program recommendations and training initiatives with metrics and feedback loops.

2013-2017 Highlights:

- Led high-value leadership training initiatives**
- Globally aligned performance & rewards**
- Recruited high-potential international talent**
- Launched Employee Journey Framework**
- Amplified employee engagement & retention**

“Tamzin is a ‘next generation’ leader. She stepped up, took control and positioned Atlassian for future success.”
— Bob Salter, CEO, Atlassian.

- **Established the UK and US offices from the ground up** leveraging international HR knowledge—set up employee benefits and suppliers, 401k retirement plans and payroll providers; and managed US visa applications.

Supplementary Atlassian Business Unit Transformation Assignments:

Chief Client Services Executive (2014-2015)

Tasked to oversee strategic and operational management functions of client services and customer success; responsible for the delivery, support, and administration of after sale clients. Confronted from the outset by disorder within the department and a lack of formal processes and functionality. Led the alignment of business units, streamlining processes and functionality in the company.

Selected Results:

- **Leveraged robust crisis management capability**, navigating the team through a major disruption to the company server—initiated and led a crisis management communications plan to minimise customer frustration; increase customer service team response management; and reduce the potential for similar occurrences.
- **Implemented Net Promoter Score (NPS) companywide**—reviewed customer surveys resulting in high customer satisfaction.
- **Established and managed an offshore Customer Service Call Centre in the Philippines.**

Human Resources Manager (2008-2009)

Reassigned to navigate global operations through rapid expansion; building on the existing strategy and HR frameworks to enable and support future capability. Initiated and oversaw process exploration and improvement.

TAMZIN GRAHAM

Selected Results:

- **Delivered ongoing strategic HR and operational advisory leadership as an integral part of the executive team;** relentlessly refining operations to increase efficiency and profitability through people, tools, and processes.
 - ✓ **Improved the on boarding process;** sustained productivity and retention of employees by delivering innovative training on functional mastery and soft skills;
 - ✓ **Forecasted service volume and trends to pre-empt future service needs,** implementing change to maintain customer service levels expectations; budgeted tasks based on customer trends, company goals and growth forecasts; and
 - ✓ **Developed business cases for significant changes** proposed to improve customer experience and operating rhythm.

2008-2009 Highlights:

Managed local & cross-border delivery teams
Redesigned employee on boarding process
Costed on trends, goals & growth estimates
Drove companywide change initiatives

Customer Support Manager (2006)

Mandated to undertake an international transformation of the fractured support centre; maximise client satisfaction, loyalty and retention; and engage the disconnected and underperforming customer support team across Australia, NZ and the UK.

Selected Results:

- **Orchestrated global transformation of Customer Service business unit revitalising team culture, engagement and productivity and maximising customer service delivery**—led strategic human capital restructure and comprehensive training platform. Initiative drove awareness of company products and services; generated leads; influenced conversions; enhanced service satisfaction; and increased revenue through the refocused, customer service team.
 - ✓ **Built and led a high-performance team of Customer Support Specialists** across multiple geographies handling 1000+ customer interactions per week, inventively creating positive and memorable experiences for customers; and
 - ✓ **Channelled customer survey and support data analytics into insights;** and proposed tactics and strategies to grow customer success and loyalty; resulting in customer driven product and service promotion.

*"Tamzin you have surpassed my expectations, embraced your position and drove into your workload."
– Bob Salter, CEO, Atlassian.*

Executive HR Advisor (2005)

Engaged in a 3-month role to provide executive-level HR and operational support to the CEO avoiding the threat of imminent administration; retained to transform business-critical operational areas on assignment throughout the global company. Directed key business functions including: People and Culture; Finance; Customer Management; and Operations.

Selected Results:

- **Reinforced the company bottom line and increased cash flow**—redirected effort to collecting outstanding AR monies.
- **Reduced risk to the organisation** by ensuring contracts were provided, explained and imposed.
- **Increased team output; enhanced employee morale and retention; and strengthened customer service delivery**—reshaped the workplace culture and team morale following vigorous organisational change.

Early Career Engagements

HR Advisor, Australian Taxation Office, Canberra ACT

HR Administrator, Canberra Metro, Dickson ACT

EDUCATION

Performance Management, Australian HR Institute (AHRI), Melbourne VIC

SAP HCM: Human Capital Management, Sydney Institute of ERP (SiERP), Sydney NSW

Diploma in Human Resource Management, Swinburne University of Technology, Melbourne VIC