

# Kevin Cunneen

DIGITAL BUSINESS ANALYST

## Contact

+61 412 320 155  
[k.cunneen@outlook.com](mailto:k.cunneen@outlook.com)

## Profiles

[kevincunneen.com](https://kevincunneen.com)  
[LinkedIn.com/in/kcunneen](https://www.linkedin.com/in/kcunneen)

## Skills

Data Analysis & Reporting  
*(SQL Certified)*  
Human Centred Design  
Business Process Improvement  
Agile Methodologies  
*(Scrum, Kanban)*  
Government Project Experience  
Stakeholder Engagement  
Atlassian Suite of Products  
*(Jira, etc.)*

## Clearances & Eligibility

**National Police Check:**  
September 2023 (can be updated)

**Working with Children Check:**  
Eligible

**Working rights:**  
Dual Australian / Irish Citizen

## Profile

Analytical and outcome-driven digital professional with over nine years of experience across business analysis, product ownership, service design, and data analysis. Proven ability to lead discovery phases, gather and interpret complex data, develop performance measures, and deliver improvements across government and private sector organisations. Adept at working in Agile environments and communicating effectively with stakeholders at all levels. Passionate about protecting vulnerable communities and driving service outcomes that improve lives.

## Employment History

### Overseas Travel

JUL 2025 — SEP 2025

Europe

### Business Analyst, Transport for NSW

SEP 2023 — JUNE 2025

Sydney, Australia

CONTRACT

- Sole Business Analyst delivering critical safety regulatory compliance projects, ensuring adherence to transport safety standards and legislative requirements.
- Conducted workshops and interviews with diverse stakeholders, including senior management, technical teams, and external partners.
- Developed process maps and business cases that informed project governance and strategic decision-making.
- Created comprehensive documentation frameworks that enabled performance reporting and supported data-driven decision-making processes
- Chair of the Business Analysis Community of Practice within Project Delivery

### Digital Business Analyst, PlayfairTan

JUN 2023 — SEP 2023

Sydney, Australia

CONTRACT

- Achieved quantifiable operational benefits including 60% reduction in FTE effort per quarter and enhanced data quality across reporting functions
- Conducted comprehensive review of advisory division reporting practices through user interviews and workflow analysis, identifying inefficiencies and implementing HCD-informed process improvements
- Developed automated reporting solutions using Excel and VBA, streamlining manual processes and eliminating data entry errors

### Digital Business Analyst, Merkle

NOV 2021 — MAY 2023

Sydney, Australia

CONTRACT

- Managed requirements discovery and definition across multiple concurrent digital service projects, ensuring alignment with business objectives
- Facilitated successful launch of high-traffic AEM websites through human-centred design collaboration, incorporating user feedback and usability testing with internal development teams and external vendor partners
- Designed and delivered API integrations and data pipeline solutions to enhance digital service capabilities and performance
- Consistently delivered complex technical projects on-time and within budget across portfolio of engagements

### Product Owner & Business Analyst, RAC WA / UbiCar

DEC 2019 — NOV 2021

Sydney, Australia

CONTRACT

- Led the development of Australia's first Pay-Per-KM car insurance product, leading market innovation in usage-based insurance
- Managed comprehensive product backlog and directed cross-functional Agile development team through full product lifecycle
- Engaged with investors and executive stakeholders whilst ensuring strict adherence to regulatory compliance frameworks including ASIC and APRA requirements
- Drove continuous product enhancement through HCD-informed analysis of customer usage data, behavioural insights, and regular user feedback sessions

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### Digital Business Analyst, PlayfairTan

OCT 2019 — APR 2020

Sydney, Australia

CONTRACT

- Analysed and mapped complex operational workflows, designing tailored reporting solutions to streamline business processes
- Delivered exceptional efficiency gains, reducing reporting burden from 5 days FTE to 0.5 days FTE per cycle (90% reduction)
- Applied ADKAR change management framework to assess change readiness, develop communication strategies, and support organisational transitions
- Successfully delivered project outcomes ahead of schedule and within budget, establishing foundation for future engagement

### Backpacker

OCT 2018 — OCT 2019

Global

### Product Owner, CoreHR

SEP 2015 — OCT 2018

Cork, Ireland

PERMANENT

- Led the strategic direction and development for one of the company's tertiary products using human-centred design principles, elevating it to secondary status with an adoption growth rate of 210% over two years through user-focused feature development
- Analysed market trends and prepared the product roadmap with features that will allow the organisation to maintain its strategic market approach in growth
- Developed the product roadmap in line with strategic vision
- Presented research to existing and prospective clients at user conferences
- Participated and facilitated agile ceremonies
- Collaborated with industry leading clients to produce best operational results
- Facilitated Voice of Customer workshops and user sessions

### IT Consultant, Version 1

JUL 2013 — SEP 2015

Dublin, Ireland

PERMANENT

- Worked with public and private sector clients on IT strategy and implementation.
- Evaluated client's IT needs and aligned them with industry best practices
- Conducted thorough analysis of the client's current IT systems and infrastructure
- Awarded the Ministers Award for Project Delivery & Excellence

## Education

### Generative AI for Business Analysts

2025

PM-Partners, Australia

COMPLETED / PASSED

### Certificate IV Project Management

2020 — 2021

Int. House Business College, Australia

COMPLETED / PASSED

### MBS Information Systems Management

2013 — 2014

University College Cork, Ireland

FIRST CLASS HONOURS (HIGH DISTINCTION)

- Awarded the title of "College Scholar"
- Merit-based scholarship awarded for exceptional undergraduate academic performance in Bachelor's degree

### Bsc. Business Information Systems

2009 — 2013

University College Cork, Ireland

FIRST CLASS HONOURS (HIGH DISTINCTION)

- Awarded the title of "College Scholar" in 2011, 2012, 2013.
- Awarded the Bank of Ireland Innovation award.