FERNANDO AGUNE

SENIOR IT PROJECT MANAGER | SERVICE MANAGEMENT & DIGITAL TRANSFORMATION

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PROFILE

Senior IT Project Manager with over 15 years of professional experience delivering enterprise technology and digital transformation programs across public and private sectors. Proven expertise in leading complex ServiceNow implementations, system integrations and data migration projects. Adept at managing vendors, cross-functional teams, and executive stakeholders to deliver measurable improvements in efficiency, automation, and service delivery. Strong grounding in PRINCE2 and PMI methodologies, Agile and hybrid delivery frameworks, and government-grade governance and reporting.

CORE CAPABILITIES

- End-to-end ServiceNow implementation (ITSM, ITOM, IRM, SPM, and custom modules)
- Integration and middleware (API gateways, REST/SOAP, ETL)
- Data migration, mapping, and validation in complex multi-system environments
- Vendor, stakeholder, and executive management
- Process automation, service improvement, and workflow optimisation
- PRINCE2 / PMI project governance, risk, and change control
- Agile, Scrum, and hybrid delivery leadership

PROFESSIONAL EXPERIENCE

Scyne Advisory | Senior Manager, ServiceNow | Sydney, Australia

March 2025 – Present

Scyne Advisory supports public sector organisations to build more resilient, secure, equitable, and prosperous communities. As a **Senior Manager** in the **ServiceNow Practice**, I deliver enterprise ServiceNow solutions & professional services across ITSM, ITOM, IRM, TPRM, and PSDS, helping government agencies modernise service delivery and strengthen operational resilience.

- Lead end-to-end client engagements spanning solution design, agile delivery, and cross-functional team management.
- Drive adoption of platform-enabled transformation by aligning ServiceNow capabilities to business goals in highly regulated environments.
- Deliver digital transformation programs, migration from legacy systems and business process optimisation.
- Partner with senior stakeholders, product owners, and vendors to ensure delivery outcomes align with governance, security, and policy frameworks.
- Promote automation, service optimisation, and data-driven insights to enhance resilience, compliance, and service quality.

Career break | Worldwide

May 2024 - Feb 2025

Took dedicated time away from professional work to reconnect with family, travel, and refocus personal and professional priorities. Used this period to reflect on long-term career direction, expand cultural perspectives, and re-energise before returning to the workforce.

eHealth NSW | Senior Project Manager, ServiceNow | Sydney, Australia

May 2021 - May 2024

As a Senior Project Manager at eHealth NSW, I led large-scale ServiceNow implementation projects designed to enhance IT service management and operational efficiencies across the NSW public healthcare sector. Managed enterprise-wide initiatives using Agile methodologies and delivered measurable results across multiple ServiceNow modules, including ITSM, ITOM, ITBM, and Integrated Risk Management (IRM).

- Delivered a statewide **ServiceNow ITOM Discovery** roll-out, identifying and managing over **160,000 Configuration Items (CIs) within 6 months**, significantly improving asset visibility and configuration accuracy.
- Led a global **ServiceNow platform upgrade**, ensuring seamless adoption with zero downtime across all departments through careful change and deployment planning.
- Delivered the transformation of the **clinical application** process for **statewide school vaccinations** using the ServiceNow VAM Module, reducing processing time by 50% and improving data accuracy.
- Delivered the **integration of ServiceNow with external tools** such as Zscaler, SolarWinds and AWS data lakes, enhancing security protocols and enabling smoother, automated data flows.
- Facilitated discovery workshops and projects for the IRM and Secure Service Edge (SSE) cybersecurity modules, providing actionable insights to strengthen eHealth NSW's cybersecurity posture.
- Automated critical business processes across ITSM, Service Catalogue, Knowledge, and ITBM modules, reducing response times and driving measurable gains in service delivery efficiency.

OSF Digital | Delivery Lead, Salesforce | Sydney, Australia

March 2019 - May 2021

As the Delivery Lead, Salesforce, I was responsible for **managing a team of five Project Managers** as well as delivering digital transformation programs for enterprise clients using CRM and Marketing Cloud solutions that modernised customer engagement and marketing automation.

- Delivered over 15 Salesforce transformation projects valued between $150k–$3M, covering CRM, Marketing Cloud, and automation capabilities.
- Managed and mentored a team of five Project Managers, strengthening project governance, delivery consistency, and client satisfaction.
- Directed data migration initiatives from legacy systems to Salesforce, improving data integrity and reporting accuracy.
- Led a two-year digital transformation program for HCF, automating over 100 customer communications and improving operational efficiency.
- Delivered the Virgin Mobile shutdown program, migrating 70% of the customer base without service disruption.
- Oversaw campaign optimisation initiatives for SBS, enhancing targeting and engagement across a 4M-subscriber base.

EARLIER CAREER

- TBWA Australia — Project Manager & QA Manager (2015–2016) | Sydney, Australia
- Yatango Mobile — Project Manager & QA Manager (2013–2015) | Sydney, Australia
- J. Walter Thompson — Account Manager (2009–2013) | Sao Paulo, Brazil
- Rock Communication — Account Coordinator (2007–2009) | Sao Paulo, Brazil

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EDUCATION

Casper Libero University | São Paulo, Brazil — *Bachelor's Degree, Communications (Top of Class, 2007)*

JANUARY 2007 - DECEMBER 2010

City Institute | Sydney, AU — *Diploma of Website Development*

JULY 2014 - JULY 2015

CERTIFICATIONS

Scrum Product Owner Certified (SPOC®) – *SCRUM Study*

APRIL 2024 | Sydney, AU

Project Management Professional (PMP®) – *Project Management Institute (PMI)*

JANUARY 2020 | Sydney, AU

LANGUAGES

- **ENGLISH:** Fluent
- **PORTUGUESE:** Native
- **SPANISH:** Conversational

CITIZENSHIPS

- Australian citizen
- Brazilian citizen