DAVID CARNSEW

Melbourne, Australia | carnsew@outlook.com | +61 414 871 067 | linkedin.com/in/david-carnsew/

Senior Transition & Transformation Manager | Banking and Retail

PROFESSIONAL SUMMARY

Senior Transition & Transformation Manager experienced delivering **multi-million-dollar technology programmes** in banking and retail technology programmes, self-service devices and managed services across Australia, New Zealand and APAC. Led regional rollouts covering **38 H&M and COS stores in eight country regions** and monitoring deployments supporting **5,000+ POS devices**. Delivered customer outcomes including **98-99% system availability**, **up to 45% less downtime** and **50% fewer hardware failures**. Combines regional team leadership, vendor management and programme governance to strengthen service continuity and operational readiness.

WORK EXPERIENCE

Senior Transition & Transformation Manager

Diebold Nixdorf Mar 2017 - Nov 2026

Led **banking and retail technology transformation programmes** for major enterprise customers across **Australia, New Zealand and APAC**. Specialised in **ATMs, Point-of-Sale (POS) systems, self-service kiosks, RFID smart devices and remote monitoring solutions**. Managed regional Project Managers, subcontractors, technology suppliers and customer stakeholders to deliver **multi-country technology rollouts**, improve **service reliability** and support successful transitions into **business-as-usual (BAU) managed services**.

Key Achievements

- **H&M Group - APAC Retail Technology Transformation:** Led the **RFID Smart Store and technology uplift programme covering 38 H&M and COS stores across eight APAC markets**. Directed regional Project Managers, subcontractors and technology suppliers to coordinate concurrent store deployments, manage delivery risks and maintain consistent implementation standards. Strengthened **programme governance, stakeholder coordination and operational readiness** to support successful technology handovers.

- **Westpac - ATM Service Transformation:** Led the transition of ATM services and implementation of **Diebold Nixdorf eServices and remote monitoring software**, achieving approximately **98% system availability** and reducing **service downtime by 45%**, improving service reliability and customer access to banking services.

- **Shell - Regional POS Transformation:** Delivered **remote monitoring and managed services across 5,000+ POS devices in Malaysia and Singapore**, reducing **service downtime by 40%** through fault detection and faster incident response, improving technology availability across retail operations.

- **IKEA - Retail Technology Modernisation:** Managed **POS hardware upgrades and DN Cash Safe deployments**, reducing **hardware failures by 50%** and improving technology reliability across retail operations.

- **Retail Self-Service & Managed Services:** Delivered **self-checkout, POS and kiosk technology programmes** for **Kmart, BP and Burger King**. Achieved **99% system uptime** and **30% faster technical response at Kmart**, improved **issue resolution speed by 35% at BP**, and reduced customer wait times by 20% at Burger King.

PREVIOUS ROLES

- **Catholic Archdiocese of Melbourne** - Senior IT Project Manager (Mar 2016 - Dec 2016)
- **DXC Technology Australia and New Zealand** - Senior IT Project Manager (Aug 2015 - Mar 2016)
- **Newcrest Mining** - Senior IT Project Manager (Dec 2014 - Jul 2015)
- **Jetstar Airways** - Senior IT Project Manager (Aug 2012 - Jun 2014)
- **Catholic Archdiocese of Melbourne** - IT Project Management (2011 - 2012)
- **HP** - IT Project Management (2010 - 2011)
- **Empired Ltd** - Senior IT Project Manager (Aug 2009 - Jan 2010)
- **Catholic Archdiocese of Melbourne** - IT Project Manager (Dec 2008 - Aug 2009)
- **Monash University** - IT Project Manager (Jun 2008 - Nov 2008)
- **Thales Information Systems** - IT Project Manager (Oct 2006 - Feb 2008)
- **Alinta** - IT Project Manager (Jul 2006 - Oct 2006)
- **Konica Minolta** - IT Project Manager (Sep 2005 - May 2006)
- **GSK Consumer Healthcare** - IT Project Manager (Feb 2004 - Aug 2005)
- **Tenix** - IT Project Manager (Sep 2003 - Dec 2003)
- **IBM Global Services** - IT Project Manager (Jun 2003 - Sep 2003)
- **ANZ** - IT Project Manager (Sep 2001 - Oct 2002)
- **BHP** - IT Project Manager (Feb 2000 - Aug 2001)
- **Ron Finemore Transport** - IT Project Manager (Jun 1999 - Dec 1999)
- **Multinet Group** - IT Project Manager (Apr 1999 - Sep 1999)
- **AAMI** - IT Project Manager (Dec 1998 - Apr 1999)

SKILLS

- **Transition & Transformation Management:** Technology Transition, Service Transformation, Multi-Country Programme Delivery, Operational Readiness, Business-as-Usual (BAU) Transition
- **Programme & Project Delivery:** Programme Management, Project Management, Waterfall Methodology, Multi-Site Technology Rollouts, Resource Planning, Scheduling
- **Governance & Risk Management:** Programme Governance, Risk & Issue Management, RAID Registers, Change Control, Executive Reporting, Delivery Assurance
- **Stakeholder & Vendor Management:** Stakeholder Engagement, Customer Relationship Management, Regional Project Manager Leadership, Vendor Management, Subcontractor Coordination
- **Banking & Retail Technology:** ATM Networks, Point-of-Sale (POS) Systems, Self-Checkout Technology, Touchscreen Kiosks, Radio Frequency Identification (RFID), Hardware Lifecycle Management
- **Managed Services & Operational Delivery:** Service Level Agreements (SLAs), Remote Monitoring, Service Continuity, Operational Handover, Incident Management, Service Performance

EDUCATION & CERTIFICATIONS

- **Agile PM Foundation** - PM-Partners
- **Certificate IV in Project Management (PMBOK) -** Australian College of Project Management