

Andrew Howes

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www.andyhowes.co

I have significant experience overseeing and improving systems in the non-profit sector. I have enabled diverse teams to adopt tools that improve effectiveness, insight and reporting. With technical expertise in Dynamics, the Power Platform, Power BI, Python and SQL, I have a proven track record of empowering organisations to use technology and data to accomplish their mission.

Career Highlights

- Proposed, developed and successfully rolled out a data management system for Femili PNG, an international family violence NGO.
- Created a proof-of-concept LLM chatbot for Shelter, demonstrating the possibilities and risks of adopting machine learning and AI.
- Created and implemented real time tracking for indicators to enable reporting to stakeholders, including the Australian Government and various UN agencies.
- 5 years of Power BI experience and skilled in STATA, R and Python.
- Navigated cultural and linguistic barriers to provide effective remote and in person technical support, mentoring and management.

Education Highlights

Master of Computing

Australian National University

Graduated with a First

Bachelor of Politics, Philosophy and Economics

Australian National University

Graduated with a First

Microsoft Certified Power BI Data Associated

Passed DA-100

Professional Experience

SCRM Manager

Shelter, 2023 – Present

As manager of the Supporter CRM, I am responsible for the operation and development of the data management system for over a million supporters. I work with teams across the organisation to understand their needs, address data quality issues, provide training, and implement improvements to the system.

Achievements:

- Co-manage work in a team of five using agile practises. This involves breaking down high level goals into manageable and actionable steps, assigning them to team members and monitoring progress.
- Currently working with Microsoft, internal teams and software-solution providers to deliver a complex data engineering project to integrate 24 different data sources.
- Conducted 3- and 5- year cost and functionality comparisons of various software vendor solutions to enable the directors to make an effective decision on which platform to proceed with.
- Created a proof-of-concept local large language model AI chatbot based on housing advice on the Shelter website to demonstrate capabilities, risks and opportunities of adopting AI further. This led to Shelter actively seeking funding to develop and test the system.
- Implemented embedded Power BI reporting in the CRM to enable users to evaluate, analyse and compare the effectiveness of campaigns.
- Identified and resolved several data quality issues, with one affecting over 300,000 records. Regularly meet with other key data teams to monitor data quality and assign data improvement tasks.
- Held dedicated workshops with teams across the organisation to understand and define their requirements, enabling the successful roll out and adoption of significant improvements to the system.
- Created a 20-person Super Users group to empower teams across the organisation to adopt features into their processes, and to learn more about data analysis.
- Contributed to and became the primary owner of an open-source C# based data import tool that integrates directly with the Supporter CRM, that has over 60,000 downloads to date.
- Reduced licensing costs by 29% YoY, by conducting a license review and implementing a data lifecycle.

Information Systems Manager

FemiliPNG Australia, 2022 - 2023

FemiliPNG Australia is an international NGO that provides technical support to Femili PNG, a Papua New Guinean non-profit. As the organisation's technical lead, I spearheaded the identification, development, and implementation of data management solutions that greatly enhanced reporting capabilities. This work helped Femili PNG demonstrate its impact and obtain funding to open a new Case Management Centre.

Achievements:

- Successfully proposed, led, and implemented a two-year project to create a new Case Management System to manage outcomes data for clients assisted by Femili PNG. This required in depth stakeholder and project management across a culturally diverse team.

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- Developed indicators for the existing logical framework and implemented Power BI reports to demonstrate progress towards these indicators.
- Provided in person and remote training and mentoring for in-country staff to use, manage and develop their data skills. This included multi-day workshops, presentations and hands-on tutorials.
- Developed detailed and clear documentation to help staff to find information about the platform.
- Organised regular data quality and monitoring calls with data entry officers to investigate data discrepancies, answer questions and collaborate on future development of the platform.
- Led data wrangling, analysis and mining, including conducting decision tree machine learning analysis to determine which factors most impacted client's likelihood of obtaining outcomes.

Information Systems Officer

FemiliPNG Australia, 2020 – 2022

In this role I was the organisations lead for data analysis and management. I maintained and improved the STATA system used for analysis and provide timely, insightful reporting.

Achievements:

- Lead and improved client data reporting using STATA and Excel to produce ad-hoc analysis
- Implemented and regularly produced monthly and quarterly strategic monitoring reports that demonstrated performance towards targets for the executive team, board, and funders.
- Mitigated an organisation wide spam email attack and migrated the email server to Microsoft Exchange.
- Provided IT support, advice, information and cyber security training to staff across the organisation in Australia and Papua New Guinea.

Cyber Security Intern

KPMG, 2023

KPMG Cyber provides cyber security services that enable organisations to prevent, plan for, and respond to cyber-threats. In this internship, I worked on several engagements and internal tools, providing value to clients and the organisation.

Achievements:

- Conducted a cyber security posture assessment for a major international SaaS provider.
- Integrated cyber threat intelligence sources into monitoring tools and conducted analysis with Splunk.
- Collaborated with colleagues using Git to collaborate on a Python program.

Education

Master of Computing

Australian National University, 2022 – 2023

Through this degree I developed a deep knowledge of data management, analysis and software development practises. I graduated with Commendation.

Achievements:

- Grade point average of 6.9 out of 7.
- Expertise in Java, SQL, Python, DAX, R. Studied data management, analysis and software engineering.
- Data wrangling and mining courses taught me key data visualisation and analysis skills as well as advanced techniques such as machine learning and regression analysis.

Bachelor of Politics, Philosophy and Economics (PPE)

Australian National University, 2018 – 2021

Studying a Bachelor of PPE provided me with the fundamental building blocks to think critically about complex global problems. It also provided me with important communication and collaboration skills.

Achievements:

- Grade point average of 6.7 out of 7.
- Key topics of study included developmental economics, political lobbying, policy and research.
- Conducted regression analysis of program effectiveness and produced a research essay on spending changes in over 300 charities over a seven-year period.