

# SHIVENDRA SINGH

## Head of Information & BI Services

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### EXECUTIVE SUMMARY

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Senior executive leader with proven experience delivering enterprise and customer data, information management - records and geospatial and data analytics programs in highly regulated and complex organisational environments. Accountable for the strategic planning, governance and delivery of multi-million-dollar information and data portfolios, with regular reporting to executive leadership groups, audit committees and governing bodies.

Recognised for translating organisational strategy into practical, compliant and outcome-focused digital, data and information programs that improve decision-making, service delivery, transparency and risk management. Extensive experience shaping and operationalising policy across digital records, privacy, open data, cyber security and AI governance, and in enabling lawful and effective data sharing across agencies.

A collaborative and hands-on leader of multidisciplinary teams, known for building capability, strengthening governance and delivering trusted information assets that support executives, Councillors and the community.

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### PROFESSIONAL EXPERIENCE

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#### Head of Information & BI Services *Camden Council*

06/2024 – present | Sydney, Australia

Lead Council's data, digital records, spatial information and analytics functions, reporting to the CIO. Accountable for the delivery and governance of a \$3.6M multi-year Data and Information Strategy covering 23 branches and more than 50 business areas.

Provide regular executive governance through weekly CIO briefings, monthly Director reporting, quarterly Executive Leadership Group (ELG) updates, and bi-monthly Information & Data Governance and AI sub-committee meetings. Brief Councillors on strategy, performance and data-driven insights.

#### Strategy, investment and governance

- Author and accountable owner of Council's Enterprise Data & Insights Strategy, Information & Data Governance Framework, AI governance and Information Management Action Plan, mostly endorsed by ELG.
- Developed and managed annual business cases to secure operating and capital funding across data, records and spatial functions.
- Established Director-led prioritisation of analytics and data initiatives to keep delivery aligned with organisational priorities.

#### Enterprise reporting and decision support

- Delivered 13 enterprise dashboards and analytics products, with more in delivery this financial year, covering corporate performance, enterprise risk, assets, finance, workforce, sustainability, community outcomes and service delivery.
- Delivered Power BI dashboards used in ELG strategy sessions and Councillor briefings, improving transparency, accountability and decision-making.
- Implemented automated reporting to reduce manual effort and provide a single source of truth for performance and risk reporting with more sources being ingested in Azure Data Lakehouse

#### Information, records and compliance

- Policy reviewer and system owner of EDMS for State Records Act 1998 obligations, State Records NSW standards, digital preservation, PPIP Act and GIPA Act requirements.
- Operationalised information classification, breach notification, cyber (essential 8) and data sharing policies across Council systems, processes and training.
- Led record destruction and remediation of more than 7TB of high-risk personal and legacy data.

#### Risk, audit and assurance

- Worked with internal auditors and cyber risk teams on information management and data-related audits, owning remediation as 2IC to the CIO and increasing overall maturity
- Provided executive updates to audit and risk forums through CIO-sponsored papers and dashboards.
- Recognised by Audit and Risk teams for quality of remediation and governance uplift.

## Customer, community and open data

- Delivered whole-of-Council Employee Experience and Customer Experience analytics, presented to ELG and rolled out to Directors and Branch Managers to drive service and workforce improvements.
- Own and operate Camden's Open Data Portal, publishing multiple datasets to improve transparency and community trust.
- Delivered community-facing GIS and data products including the Camden mowing schedule map and Nepean catch program through Open Data Portal.

## Cross-government collaboration

- Worked with NSW Premier's Office, NSW Transport, Education and other agencies to enable secure data sharing.
- Collaborated with local governments including Melbourne, Geelong, City of Sydney and Brisbane on data platforms and governance practices.

## Technology and platforms

- Led comparative evaluation of Azure, Snowflake, Databricks, Fabric and Redshift against Council's requirements for cost, security, integration, skills and public sector alignment, resulting in an Azure-based lakehouse and Power BI platform.
- Upgraded key spatial and records platforms including GDA2020, Intramaps and Content Manager (EDMS 10.x to 23.x) to reduce operational risk and improve productivity.

## People leadership

- Lead 20 direct reports across Data & Insights, Enterprise Information Management and Spatial Information Services, with a variable contractor workforce supporting delivery.

Awards: ACE award for ELG Strategy Day dashboards and Insights

RIMPA Finalists 2025 - Camden's EIM team

## Head of Data Platforms & Engineering

11/2019 – 09/2023 | Sydney, Australia

### *Event Hospitality & Entertainment Ltd (ASX: EVT)*

Senior leader responsible for enterprise data strategy, data platforms, analytics and governance across hotels, cinemas and resort businesses in Australia, New Zealand, Germany & Fiji.

- Authored and executed the Enterprise Data Strategy aligned to the company's growth and risk priorities.
- Retired a high-risk 12-year-old on-premise data warehouse and replaced it with a modern cloud-based enterprise data platform.
- Delivered an enterprise BI platform with more than 36 dashboards and over 250 active business users supporting finance, operations, sales and customer insight.
- Improved customer and employee experience through NPS and eNPS analytics and reporting.
- Delivered \$1.7M in cost savings through platform modernisation, automation and vendor optimisation.
- Maintained strong data security, privacy and governance through role-based access, audit logging and data protection controls.

Awards: CEO Rising Star (2020) and Runner-up Business Transformation of the Year (2022).

## Data Team Lead (Contract, WooliesX, Everyday Rewards)

08/2017 – 11/2019 | Sydney, Australia

### *Woolworths Group (ASX: WOW)*

- Led data and engineering delivery for the Everyday Rewards decision engine and customer personalisation platform.
- Enabled targeted marketing across Woolworths brands, delivering higher engagement and conversion.
- Led data platform security remediation following KPMG audit.
- Reduced AWS Redshift operating costs from \$200k per month to \$80k per month through optimisation.

## Solution Designer

06/2015 – 08/2017 | Sydney, Australia

### *Singtel Optus Pvt Ltd*

Data migration of over 12 legacy systems into Amdocs (NASDAQ: DOX) products ecosystem.

## Data Analyst

10/2014 – 05/2015 | Gurugram, India

### *Fidelity Investments (\$4.9T AUM)*

Enterprise data warehouse development and implementation of FATCA (US).

## Senior Subject Matter Expert

08/2011 – 10/2014 | Gurugram, India

### *Amdocs Ltd (NASDAQ: DOX)*

Data Migration for Telekom (Indonesia) and Globe Telecom (Philippines)