

## **Michael Deichsel – Bio:**

Michael is originally from Germany, where he mastered in Applied Mathematics in 1995.

He worked in the IT Corporate world for 23 years in Germany, France, Singapore, US and Australia mainly in Customer Support related roles starting in finance, moving to Supply Chain management across Europe and Asia Pacific, worked in Call Center and Dispatch operations and moved from there to Field Customer Delivery Services completing the Customer Services Value Stream.

About 12 years ago Michael moved into Operational Excellence and Quality related roles across APJ and worked for 8 years on global transformation programs; the most significant was replacing the legacy service workflow tool at Hewlett Packard with SFDC (Salesforce) through a 3-year transformation program.

During this time Michael decided to take his passion in transformation management back to school; he completed his dissertation on “Operational Adoption of Digital Transformation Programs” extending his knowledge through an extensive industry research and was awarded a Masters of Science degree in Strategic Quality Management in July 2018!

To shake things up Michael left the global IT sector in November 2017, completed his dissertation and joined Public Transport Victoria as Transformation Manager in February 2018!

The presentation today will share some of the results of his dissertation but will also reflect on some influences Michael gained after leaving Hewlett Packard, being more connected with the academical network as well as local thought leaders in this space.

Michael is a PMI Melbourne Chapter member since 2006.