



## OVERVIEW

Melissa has deep experience as a CEO leading a large international organisation with over 4,500 employees across Australia, Asia and the US. She brings highly valued experience to organisations and executives undergoing large scale customer and culture transformations and scaling for growth. She has broad experience across Aged Care, Healthcare, Telecommunications, Energy, Government and Travel sectors and holds several non-executive roles across a variety of sectors.

## APPROACH

Melissa is passionate about transparent leadership and believes strongly that culture, clarity of vision and communication are key to high-performance outcomes in business. She thrives on building strong relationships, questioning and challenging CEOs and executives to explore opportunities and build on their resilience and unique strengths to improve business and personal goals.

## CAREER HISTORY

Melissa's executive career has spanned more than 25 years in the Services and Customer Care sectors. This culminated in the role as CEO of Stellar Asia Pacific from 2010 – 2019. Stellar services a broad portfolio of large ASX organizations and government departments across multiple industries. As CEO, Melissa transformed a predominantly voice-based business, dominated by a single client, into a market leading organisation with a diverse and loyal customer base. She is recognised for her strong financial acumen and having led an open, transparent culture and is invited as a keynote speaker in Australia and the US to share the story. During her tenure, Stellar was identified by Frost & Sullivan as "Outsourcer of the Year" 7 times since 2012, an unprecedented feat for any company in any sector.

Melissa led the development and execution of a digital transformation strategy and designed and implemented a platform of enterprise wide risk mitigation to deliver sustainable performance outcomes as the business grew rapidly and expanded geographically. More recently, she is advising businesses on strategy to prepare for growth, improve customer loyalty and accelerate their digital aspirations. Her Non-Executive roles include mentoring the CEOs to continue developing across the breadth of their role. Melissa won the Women in Leadership Award for Deloitte Growth companies in 2016.

## PERSONAL

Melissa has been married to Jeremy for over 15 years. They have two children and weekends are filled with cheering them on at various sports events. Melissa loves travelling (for pleasure), is always throwing herself into the next fitness challenge and recently rediscovered her love of skiing. She is naturally curious and happiest when she is learning something new.