

Contact Details

83 Hilly Street, Mortlake N.S.W. 2137
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email: avail by request via web site "contact" link

Personal Attributes

Strong project management skills
Broad management and operational experience
Ability to coordinate multi-disciplined tasks to meet stringent deadlines
Good team player
Excellent PC skills – Microsoft Project, Excel, Powerpoint, Word

Tertiary Education Qualifications

B.E.(Hons) in Industrial Engineering (UNSW)

Employment History

2001 - Present QANTAS AIRWAYS LTD

Contractor to Qantas Consulting, a division of Qantas Airways Ltd, established to provide management and operations consulting services to airlines, governments and industry organisations. Major responsibilities during this period have been to develop policies and procedures for Qantas Consulting, negotiate operational details of the service contract between Qantas Consulting and Malaysia Airlines, and project manage business improvement programs within Malaysia Airlines Engineering and Maintenance Division (Kuala Lumpur).

1995 - 2000 SYDNEY ORGANISING COMMITTEE FOR THE OLYMPIC GAMES

1996/2000 - Manager Operations Planning (Venue Operations Division), responsible for the planning and delivery of all food & beverage services for both Olympic and Paralympic Games. Major tasks included developing the concept of operations for the Catering program, negotiating and managing Value-in-Kind (VIK) contracts with major Olympic sponsor organisations, determining industry capabilities to meet Olympic F&B requirements, and managing Games-time operational issues.

1995/1996 - Senior Business Planning Manager in Strategic Planning/Finance Division, responsible for providing commercial, strategic planning and budgetary support to Olympic Venue Operations and Villages programs.

RESUME – ALLAN WHITEHOUSE

1973 - 1995 QANTAS AIRWAYS LTD.

1994/95 - Manager Best Practices, responsible for the promotion and facilitation of best practice/quality initiatives throughout the company, especially in customer service areas, and for providing guidance to the Commercial division in achieving AS/ISO 9000 certification.

1993 - Principal Consultant, Group Quality, responsible for establishing numerous customer service quality programs in Cabin Crew, Flight Catering and Airport divisions.

1992 - Key member of the management team responsible for the merger of Qantas Airways and Australian Airlines, particularly focussing on operational and management aspects within the Airport Operations and Flight Catering divisions.

1990/91 – Manager - Management Consulting Department, responsible for leading a team providing corporate planning, process re-engineering, operational analysis, and other consulting services to all divisions within the Qantas Group.

1987/90 - Manager Ramp Services, Sydney International Airport. Departmental responsibility for 500 staff providing aircraft loading, baggage handling and load control functions for Qantas and 23 customer airlines. Duties included corporate labour and equipment resource planning and management, budget and cost control, service standards and performance evaluation. Specialist advice provided to Federal Airports Corporation on operational matters relating to airport expansion and baggage handling systems.