



## BUSINESS WIZ KELLY WALTERS

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Kelly Walters (née Pedler) is a business improvement wiz. Her passion for technology and developing future leaders has resulted in her being awarded the [Women in Technology \(WiT\) ICT Rising Star Award](#).

Walters is currently a manager with the Department of [Transport and Main Roads \(TMR\)](#), Digital Capability Unit. With more than 12 years of experience in the public sector. She has worked in operational service delivery along with strategic environments across customer services. Recently, she moved into the information technology space. She has always had an

interest in technology and the value it adds. Her first exposure involved designing information for digital consumption and designing and implementing ICT systems.

Walters has also led the state-wide Continuous Improvement Program for the Customer Services Branch (CSB) in TMR. She aimed to empower teams to identify and implement improvement opportunities. In all her roles, Walters has been exposed to emerging technologies that support business improvement and customer experience. Walters work includes identification of opportunities, gather high-level requirements and partner with stakeholders and industry. She also enjoys working with business areas to gather detailed requirements, design, develop and test the technology and evaluate the proof of concept.

Through facilitating Lean, Design Thinking and Customer Journey mapping sessions and workshops, Walters works with "business areas to scope and design the workshop, identifying and using appropriate digital capabilities, facilitating the workshop itself and reporting on the outcomes identified in the workshop to executive sponsors to secure buy-in to implement solutions". Walter's works towards generating actionable insights, and empowering informed decisions. Her goal is to help fulfill TMR's vision of becoming an insights-driven organisation.

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**Posted by Kriti Garg**

**Images via [Women in Technology](#)**

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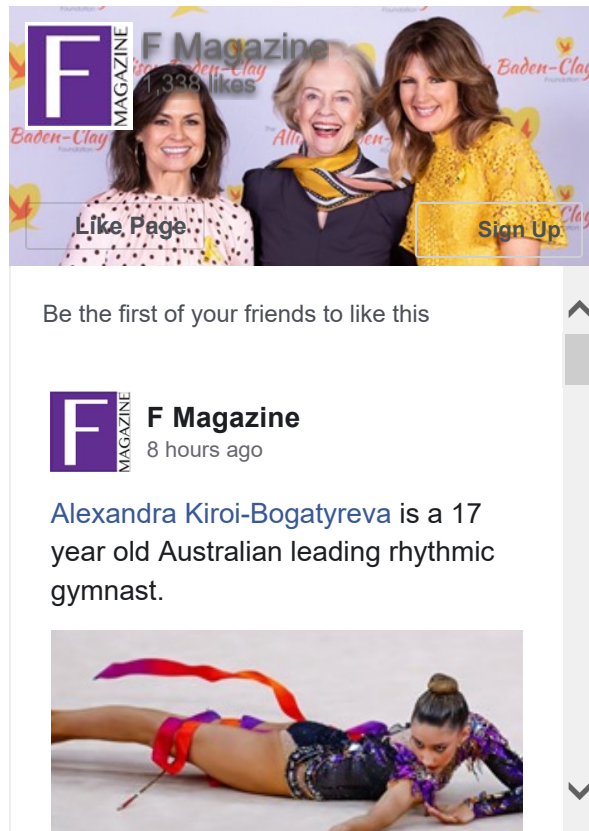
HOBART LUNCHEON



2 Apr - 5 Apr

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### LATEST ON FACEBOOK



The Facebook post shows a cover image with three women. The woman on the left is wearing a white polka-dot top, the woman in the middle is older with short grey hair and a dark top with a yellow scarf, and the woman on the right is wearing a bright yellow sequined top. The background has 'F Magazine' and 'Baden-Clay' logos. Below the image are 'Like Page' and 'Sign Up' buttons. The post text says 'Be the first of your friends to like this' followed by the 'F Magazine' profile picture and name, dated '8 hours ago'. The text reads: 'Alexandra Kiroi-Bogatyreva is a 17 year old Australian leading rhythmic gymnast.' Below this is a photo of a young woman in a purple and black leotard performing a ribbon dance on a light floor.

### LATEST ON INSTAGRAM



The Instagram bio features the 'F Magazine' logo on the left. To its right, the text reads: 'FMAGAZINE.ONLINE', '785' (with an envelope icon), and '871' (with a person icon). The bio text continues: 'Celebrating #Australian Female Success across ages, industries and lifestyles. Join our tribe. Email us your story. Sign up for our free weekly eNews.'

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