

NISHA CLARK

CIO, ABANO
HEALTHCARE

I started my career before computers were a thing and have enjoyed being part of the digital revolution. It was exciting being part of Telecom's first computer system implementation - ICMS (Integrated Customer Management System) into New Zealand. I then worked on some global implementations.

We then became a part of EDS, which gave me great exposure into disciplines and methodologies that resulted in my in-depth knowledge of Software Development Life Cycles (both AGILE and Waterfall) and ITIL Quality frameworks, enabling me to deliver exceptional services within many different environments.

With over 20 years' experience in leading Technology teams for companies such as TOWER, Vodafone, Mercury and Downer NZ. I believe I bring a level of sensibility and effective decision making that ensures technology enables the business outcomes. I have been able to use my experience and 'can do' attitude to turn hairy projects around and also to improve the level of service being provided to both internal and external customers. My philosophy on 'keeping it simple, factual and focused' this has helped in many difficult situations.

I have a very open and humanistic leadership style with a proven ability to take on significant challenges. I am deeply passionate about developing high performing teams that have a focus on service excellence. I achieve this through building credibility with team members, peers, and customers. I demonstrate integrity and provide an environment that allows for collaboration, open and honest communication. Success for me is seeing delight in the customer's eyes and a sense of achievement/pride in the team.

Currently as the CIO for Abano Healthcare, I lead the trans-Tasman Technology function to enable Abano to achieve its aspirations as a strategic enabler across all elements of the organisation, not only the employee experience, but creating differentiation in terms of the ongoing development of services, products, and customer experience.

