



LUKE WILSON

Newstead

Qld Australia

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Career Outlook

I am seeking a leadership position with a company that shares my purpose, vision, and values - one that is innovative, cares for its people, the environment, and strives to be the best in its field.

I aim to find a position that not only aligns with my current skills and experience but also provides opportunities for growth and development.

Summary Professional Experiences

- 20yrs Learning, Development, Project and Change Management Leadership
- Nat. L&D Manager, Supagas Australia
- Leader, Education Design, Virgin Australia
- Business Analyst, Virgin Australia Training Academy Project
- GM Safety and Corporate Services, JNJ Mech. Engineering Services (Water and Wastewater Construction)
- HR and Training Manager, Supagas, (Oil and Gas, Manufacturing and Distribution)
- L&D Specialist, Oaks Hotels and Resorts, (Tourism)
- Cabin Crew, Emirates Airline Dubai, (Aviation)
- Secondary School Teacher

Personal Business

- 12yrs. Yahan Consulting – Part-time (Education and Safety Systems, Business Analyst, Change and Project Management)

Qualifications

- AICD Company Directors Course
- Master of Business Administration MBA UQ
- Ba. Education QUT
- Cert IV Workplace Health & Safety
- Cert IV Training & Assessment

Personal Attributes and Core Competencies

- Skilled in building strong relationships and rapport with a diverse workforce, ensuring inclusive, effective learning.
- Goal-driven leader who motivates, mobilizes, and coaches teams to achieve excellence in learning.
- Advocate for honesty, integrity, and open communication, fostering trust and collaboration at all levels.
- Strong written and verbal communication skills, ensuring clarity in training, stakeholder engagement, and leadership.
- Business-aware with the ability to align learning strategies with organizational objectives for measurable outcomes.
- Highly adaptive, fast learner, and self-starter with excellent time management in dynamic environments.
- Strategic thinker with a proactive approach to identifying challenges and delivering effective solutions under pressure.
- Advanced Microsoft Office expertise and a solid understanding of learning systems, digital tools, and programming.
- Extensive experience managing learning initiatives during rapid company growth, acquisitions, and transformation.
- Proven ability to cultivate strong relationships with stakeholders to drive learning success.
- Track record of delivering measurable results that align with business objectives and improve performance.

Employment History

Supagas Australia (Full-time)

Oct 2020 – Current

National Learning and Development Manager

- Led learning and development initiatives through significant business growth and acquisition phases
- Partnered with executive leadership and key stakeholders to identify capability gaps and deliver strategic learning solutions.
- Held active leadership roles across key organisational committees, including the High Potential Incidents Committee, Supply Chain & Integrated Safety Management Team of Experts, H&S Strategic Roadmap (Stream Lead – Systems & Governance), Retention Committee, and Reconciliation Action Plan Committee.
- Managed a national L&D team comprising 10 training professionals and 52 field trainers, overseeing recruitment, onboarding, development, and performance management.
- Conducted continuous Training Needs Analyses (TNA) and established measurable KPIs to drive capability uplift and performance improvement.
- Designed and implemented targeted training programs, including a Leadership Excellence initiative
- Administered and optimised Learning Management Systems (LMS) and digital workflow tools to ensure training delivery efficiency and alignment with organisational goals.
- Spearheaded digital learning transformation through the adoption of e-learning technologies and blended learning models to enhance engagement, accessibility, and retention.
- Championed a safety-focused culture by developing and delivering compliance and safety training that contributed to a reduction in workplace incidents.
- Conducted internal training audits and implemented corrective actions to ensure compliance with regulatory and safety standards.
- Managed departmental and project budgets, ensuring fiscal responsibility and alignment with strategic training objectives.
- Delivered clear, consistent reporting on learning outcomes, training effectiveness, and project progress to inform executive decision-making.
- Drove continuous improvement by reviewing and enhancing training structures, delivery methods, and learning resources to ensure future-readiness and operational excellence.

Virgin Australia (Full-time)

Sept 2018 – Oct 2020

Leader, Training Design Training Academy | Analyst | Project Leader

- Led and developed a high-performing team of 12 Learning Designers, fostering professional growth and elevating expertise in instructional design, adult learning, and training delivery.
- Directed the end-to-end design and implementation of high-quality training programs for VA Operations, ensuring alignment with business objectives, operational standards, and workforce capability needs.
- Established and implemented standardised assessment frameworks across multiple trainee cohorts, ensuring compliance with regulatory requirements and accurate maintenance of training records.
- Conducted comprehensive Training Needs Analyses (TNA), defining scope, processes, schedules, and risk mitigation strategies to support data-informed learning interventions and measurable outcomes.
- Played a key role in a 45-member project team, collaborating with subject matter experts and vendors to deliver scalable, learner-centred training initiatives.
- Partnered with cross-functional business units to assess and fulfil training infrastructure needs, including facilities, equipment, and digital platforms, to ensure seamless integration and delivery.
- Oversaw training operations encompassing strategic planning, budget management, communications, logistics, and reporting, ensuring operational efficiency and service excellence.
- Championed innovation in learning by implementing modern, technology-enabled solutions, including digital and blended learning approaches, to increase engagement, accessibility, and learner retention.
- Built internal capability by mentoring Learning Designers into strategic roles as subject matter experts and future leaders within the L&D function.
- Applied data-driven performance analysis to evaluate learning impact and continuously improve business processes, training effectiveness, and learner experience.

Safety, Training and Corporate Services General Manager

JNJ Mech Services, a division of the Animate Group, was founded in 2010 to serve the Water and Wastewater Industry. With over 100 staff, the company provides complete service packages, including installation, maintenance, design, fabrication, and project management. Known for its timely, cost-effective, and high-quality service, JNJ achieved WHS Management System certification in 2017, enabling it to secure major contracts with Sydney Water, Icon Water ACT, Melbourne Water, and other government and commercial water businesses.

- Contributed to organisational growth at JNJ, supporting a 40% increase in workforce (employees and contractors) and revenue growth from \$9.6M to \$12.2M within two years.
- Provided direct leadership to a multidisciplinary team (HR Officer, Admin Officer, Purchasing Manager) and indirect guidance to Site Supervisors across Safety, Training, and HR functions.
- Ensured full compliance with regulatory requirements relating to employee and contractor licensing, insurance, certifications, qualifications, and medical/inoculation standards.
- Maintained certifications, including AS/NZS 4801 and NSW 5th Edition WHS Management System accreditation.
- Designed, implemented, and led strategic learning and development programs to uplift organisational capability
- Directed cross-functional project teams to deliver on strategic objectives within scope, budget, and schedule
- Managed the Permit to Work system and led root cause incident investigations to drive a culture of safety
- Built and led an integrated Safety, HR, and Training team, fostering collaboration and high performance.
- Oversaw a broad Corporate Services portfolio, including Safety, HR, Training, IT, and Marketing, ensuring alignment with organisational priorities and compliance standards.
- Developed and executed enterprise-level strategies for Change, Training, and Safety Culture enhancement.
- Chaired Senior Management Team meetings and facilitated regular staff engagement through in-person and online training, communication, and development sessions.
- Designed and rolled out an integrated HR Management System, including job architecture, training matrices, onboarding pathways, performance frameworks, and offboarding processes.
- Delivered strategic and operational leadership to support continuous improvement, innovation, and sustainable business outcomes across safety, workforce development, and corporate functions.

Supagas Australia (Full-time)

February 2013 – March 2017

NSW, ACT and Qld Training Manager

- Similar duties to current role.

Oaks Hotels and Resorts (Full-time)

January 2011 – January 2013

Learning and Development Analyst – Reporting directly to the GM Corporate Leadership.

With over 50 hotels and resorts across Australia, New Zealand, Thailand and United Arab Emirates, employing over 400 staff members, Oaks Hotels and Resorts is a contemporary hospitality group.

- Led the successful implementation of a Hotel Management System upgrade across 41 properties in Aus. and NZ, delivering training to over 800 staff and providing ongoing support to ensure operational continuity.
- Designed and delivered company-wide learning and development programs, including tailored materials, facilitation frameworks, and evaluation methods aligned with business needs.
- Conducted comprehensive training needs analyses and developed structured frameworks to address capability gaps and enhance workforce performance.
- Standardised health, safety, and quality assurance practices across the organisation, including the introduction of Data Integrity Audits, Front Office and Safety Audits, and policy revisions.
- Collaborated with managers to elevate client service standards and drive operational excellence through clear training strategies and continuous education
- Maintained transparent and proactive communication with internal and external stakeholders, consistently acting as a spokesperson and learning advocate.
- Mentored and coached staff across all levels, fostering professional growth and supporting leadership
- Ensured completion of onboarding processes and annual performance reviews, reinforcing a culture of accountability and continuous improvement.

Key Projects

1. Inception to Implementation - Digital Workflow Process and Forms System

The SupaForms 2021 Project modernized Supagas' workflow by replacing manual paper-based processes with a digital Forms System (FS), significantly improving efficiency, reducing administrative burdens, and cutting costs on stationery and printing. By selecting Fast Field Forms, the project streamlined data collection, enhanced reporting, and integrated with existing systems like Pronto. With over 100,000 form submissions in two years, the FS digitized over 350 forms, boosting productivity, compliance, and employee engagement while supporting better training management and operational safety. An unanticipated benefit of the project was its role in helping process owners transition to best practice and best-of-breed systems, driving further improvements in business operations.

2. Inception to Implementation - Learning Management System LMS

Implemented and deployed the Supagas Online Learning Management System (Moodle/Seertech) from initiation to completion, managing user accounts and access while developing and overseeing the Training Matrix and Verification of Competency (VoC) program for employees. Collaborated with subject matter experts (SMEs) across multiple departments to create and update training content, ensuring alignment with business needs through data and process models. Enhanced system integrations with FastField Forms, MS Stack, WordPress, JotForm, and Google products, improving overall functionality. Conducted comprehensive testing, including functional, regression, user acceptance, integration, and performance testing, while analysing business requirements and processes through document analysis, interviews, and workshops.

3. Custom Load Restraint System for Cylinder Delivery

To enhance the safety and efficiency of vehicle loading and unloading, a custom load restraint system was developed and implemented. Managing a project valued at approximately \$400,000, multiple units were produced while collaborating with specialist SMEs from various engineering firms, in-house experts, and workers to design and test multiple iterations. Additionally, a range of warehouse and driver training sessions was developed to support the implementation. Following a reassessment of the system, the project progressed to its second stage, leading to the production of an additional 50 load restraint units.

4. Key stakeholder in the Design and Implementation of the Pronto ERP System

With a deep understanding of all company roles, I effectively collaborated with the Pronto Project Manager, vendors, and the implementation team to ensure a seamless system rollout. I contributed to the design phase by aligning the system with existing practices before staged implementation and worked closely with management, department heads, staff, and SMEs to refine the system design. Additionally, I developed comprehensive training manuals and facilitated the system's adoption through group sessions, face-to-face meetings, online webinars, and one-on-one training and mentoring sessions.

5. Implementation and ongoing development of the Workplace Health and Safety Management System WHSMS – AS4801 / NSW 5th Edition certified.

Led the implementation of the certified WHSMS, managing budgeting, scheduling, risk assessment, and approvals while ensuring compliance with functional and technical requirements. Developed reporting tools, collaborated with SMEs and vendors to design future processes, and created company policies and training resources. Facilitated system adoption through training and supported regulatory compliance, overseeing a team of 100 managers, supervisors, and workers.

6. Integrated Central Management CMS and Learning Management System LMS

To support the WHSMS implementation project, a CMS and LMS were developed using Moodle Courseware Software along with custom-built resources. This included the development, implementation, and ongoing management of the LMS for over 100 employees, ensuring effective training and compliance.

7. End-to-end management of the Asset Management Project

Led system selection, budgeting, and risk assessment to implement the optimal solution for the business. Collaborated with stakeholders to design processes, develop training materials, and facilitate user training. Managed system performance and administration to ensure long-term effectiveness.

Other Employment

Emirates International Airline (Full-time)

July 2008 – December 2010

Cabin Crew member / Part-time Safety Trainer

Although initially gaining employment with Emirates Airline to pursue my career in training, I began to enjoy the opportunities I had to travel and decided to continue as a Cabin Crew member.

- Airline Safety & Security
- First Aid and Emergency Response
- Fatigue Management and Working with differing cultures
- Shift work and Standard Operating Procedures
- Customer Relations/Service and Stress Management

High School Science, Health & P.E. Teacher (Full-time)

January 2002 – July 2008

Teacher - [Mountain Creek State High School](#)

Senior Health & Physical Education, Senior Recreation Studies, Middle School Health & Physical Education & Middle School Science

- Head of Sub-School.
- Teacher Training Program (2006/2007). New York State University student mentor.
- First Aid Trainer
- HS Teacher - [North Lakes State College](#)
- Primary Teacher - [Caboolture State School](#)
- Junior / Middle School (P-10) Physical Education.
- Sport Coordinator
- [Teaching in London - High School Teacher - Elliott Language School](#) South West London (Full-time/casual supply)

Referees

Professional

On request

Personal

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