

RYAN CAMBDEN

PROJECT PLANNING MANAGER

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Executive Profile

Senior program and transformation leader with over a decade of experience delivering complex, multi-million-dollar initiatives within highly regulated, customer-centric environments. Extensive background in enterprise program governance, strategic execution, technology transformation, offshore operations, and market entry initiatives across Australia, Asia, the UK, and the USA. Recognised for aligning executive stakeholders, translating strategy into delivery, and embedding sustainable operational and cultural change at scale.

Executive Value & Signature Achievements

- Established and scaled a new international student health insurance business, delivering end-to-end capability across product, technology, regulatory compliance, marketing, and distribution in Australia and the United States.
- Led the creation of a Wholly Foreign Owned Entity (WFOE) in China, including entity formation, regulatory compliance, and establishment of a Beijing-based joint venture operation.
- Delivered large-scale technology transformation initiatives, including decommissioning legacy CRM platforms and implementing new systems across enterprise environments.
- Designed and governed offshore operational capability in Manila, Auckland, and India, enabling scalable service delivery and cost-effective growth.
- Led customer journey mapping and service redesign initiatives that materially improved engagement with education agents, partners, and end customers.
- Successfully delivered complex, high-risk programs under strict regulatory, budgetary, and time constraints while maintaining executive and board confidence.

Core Executive Capabilities

- Enterprise Program & Portfolio Leadership
- Strategy Execution & Governance
- Technology & Digital Transformation
- M&A Integration & Market Entry
- Financial Oversight & Benefits Realisation
- Risk, Compliance & Regulatory Delivery
- Executive & Board Reporting
- Stakeholder & Partner Management
- Offshore Operations & Outsourcing
- Customer Experience Transformation

Career Snapshot

nib Health Funds — January 2014 to June 2025

- Business Program Manager – International Student Services (2018–2020)
- Senior Project Manager (2015–2018)
- Project Manager / Business Analyst Team Leader (2012–2015)
- Project Manager (2010–2012)
- Innovation & New Ventures Analyst (2009–2010)
- Team Leader – Call Centre Operations (2007–2009)

Professional Experience

nib Health Funds
2023 – 2025

nib Health Funds
2020 – 2023

nib Health Funds
2017 – 2020

nib Health Funds
2014 – 2017

Qualifications

References

BUSINESS PROGRAM MANAGER – INTERNATIONAL STUDENT SERVICES

Reporting to the Head of Operations and General Manager, accountable for program governance, strategic initiative sequencing, and delivery of major transformation initiatives supporting international business growth.

Key Impact & Achievements

- Directed the launch of a new international student health insurance business, including product development, regulatory compliance, technology platforms, partner contracts, and go-to-market execution.
- Led greenfield implementation of enterprise IT systems and successfully decommissioned legacy CRM platforms in favour of Salesforce.
- Oversaw regulatory and operational setup of a China-based entity (WFOE), including joint venture arrangements and office establishment in Beijing.
- Established offshore operational capability across India, Manila, and New Zealand, enabling scalable account management and business development functions.
- Provided executive-level reporting, governance frameworks, and board-ready documentation to support informed decision-making.

SENIOR PROJECT MANAGER

Responsible for delivery of complex, enterprise-wide strategic initiatives across technology, operations, compliance and customer experience.

Key Impact & Achievements

- Led delivery of Australia's first ancillary health insurance comparison platform.
- Managed enterprise-wide rollout of Australian Privacy Principles across the nib group.
- Established offshore call centre and regulatory operations in the Philippines and New Zealand.
- Successfully launched new international health insurance products for Australian and New Zealand expatriates, including regulatory compliance across the UK and Europe.
- Provided trusted executive reporting and stakeholder engagement.

PROJECT MANAGER / BUSINESS ANALYST TEAM LEADER

Combined leadership of a Business Analyst team with delivery of multiple strategic projects across the organisation.

Key Impact & Achievements

- Led and developed a team of Business Analysts, embedding consistent delivery standards and governance frameworks.
- Transitioned the Business Analyst function from the Project Management Office into IT, improving delivery alignment and capability maturity.
- Nominated for Leader of the Year at annual organisational awards.

EARLY CAREER ROLES

Progressed through Project Manager, Innovation & New Ventures Analyst, and operational leadership roles, building a strong foundation in delivery, customer operations, and strategic analysis.

GOVERNANCE, FINANCIAL & DELIVERY SCOPE

- Program and project budgets up to \$10M
- Board and executive-level reporting and governance
- Multi-jurisdictional regulatory environments
- Enterprise technology platforms and CRM systems
- Offshore operations and outsourcing models

- Diploma of Project Management
- PRINCE2 Foundation
- Managing Successful Programmes (MSP) Foundation

Available on request