

Federica Pastorino She/Her

Lived MG DNA.	Governance	Finance/Accounting	Human Resources
3 - Advanced	1 - Basic	1 - Basic	1 - Basic
Risk Management	Arts/Event Sector	Legal	Business Strategy
0 - None	0 - None	0 - None	4 - Extensive

It's only been a few months since I joined SGLMG as a member, however, this is an opportunity I could not let go. I find it incredibly fulfilling to be involved in our community and make a positive, lasting impact. I chair the LGBTQ+ committee at the organisation where I work (Charter Hall), I am involved in a property industry LGBT awareness raising organisation (Interbuild) and I am constantly looking for more opportunities to use my passion, knowledge, and expertise to lead our society towards a more open, diverse and inclusive environment that benefits all.

By way of a brief introduction, I am an Italian-born, Australian-to-be 31 years old woman who migrated to Australia nearly 5 years ago. I earn a living at Charter Hall, where I am the Strategy Manager within the Investor & Property Technology Team. I identify as lesbian, and I am a proud member of the LGBTQ+ community. As mentioned above, I currently chair Charter Hall's voluntary LGBTQ+ committee.

Thanks to my background, work and life experience and passion, I would further strengthen the Board of Directors expertise particularly in 1. Strategy & Performance, 2. People / culture and leadership, 3. Stakeholder management, 4. Community engagement, 5. Project Management, 6. Chair Experience. As you can ascertain from my CV, I have extensive experience consulting large international organisations from various industries on their business and customer engagement strategies. As part of my role at Charter Hall, I lead a project team and I support and coach my fellow committee members and colleagues, striving to achieve positive, better outcomes for the organisation and for our customers and communities.

I would also bring significant experience in adopting digital technologies as a way to foster customer communication and engagement and improve operational processes.

LGBTQIA+ alliances

CH Proud (Charter Hall LGBTQ+ internal committee)

InterBuild (Industry Impact Working Group)

FEDERICA PASTORINO

Strategy, Experience & Technology

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📍 Sydney, NSW, Australia

✅ VISA: Permanent Residency

CAREER OVERVIEW

Strategy, Experience and Technology consultant keen on experience-led digital business transformation, passionate about the ways the built world impacts people's lives and the environment.

Co-Chair of CH Proud, one of Charter Hall's D&I committees recognising and celebrating the LGBTIQ+ community.

7+ years' consulting experience in Italy, Canada and Australia specialising in innovative projects for the continuous improvement of business results and customer experience.

Team-player, versatile and reliable colleague, with proven critical-thinking and storytelling skills. Successful in the delivery of complex strategies, meeting tight deadlines and challenging goals in fast paced international environments.

EDUCATION

MSc in Management with honour

Catholic University of Milan

📅 October 2012 - December 2014

📍 Milan, Italy

- Erasmus Exchange Program

Ramon Llull University (Barcelona, Spain)

BSc in Business Administration (110/110)

Catholic University of Milan

📅 October 2009 - October 2012

📍 Milan, Italy

COMPETENCES

- 2+ years at leading property group, delivering digital visions and briefs for real estate projects and products
- ~4 years at major consulting firm, delivering experience-led strategy advisory projects for companies across a wide range of industries including RE, FS, CP&R, O&G
- Strong analytical, multitasking and organisational skills
- Structured problem solving skills and can-do attitude
- Results driven approach and ability to prioritise
- Excellent time management, exceeding expectations on multiple projects simultaneously
- Great team-working and collaborative attitude
- Strong communication and stakeholder management
- Enquiring mind and keen willingness to learn

LANGUAGES

English (fluent) | Italian (fluent)

Spanish (intermediate) | French (intermediate)

EXPERIENCE

Strategy Manager – Investor & Property Technology

Charter Hall

📅 August 2021 - current

📍 Sydney, Australia

Strategy, customer and digital advisory to advance outcomes from capital raising and customer experience (investors and tenants) through to ESG and operational performance.

Manager – Digital Advisory

Lendlease

📅 May 2019 - August 2021

📍 Sydney, Australia

Strategy, customer and digital advisory for the built environment, leveraging PropTech and data to create better, sustainable places and deliver meaningful place experiences and services.

Management Consultant

EY

📅 May 2017 - May 2019

📍 Sydney, Australia

Strategy, customer service and experience improvement projects, operating model redesign, cost out and transformation projects for top quartile organisations. GTM campaigns and BD activities.

Marketing and Communication Coordinator

Mahboba's Promise (*not-for-profit*)

📅 April - August 2017

📍 Sydney, Australia

Marketing, fund raising campaigns, social media management.

Management Consultant

EY

📅 October 2015 - March 2017

📍 Milan, Italy

Innovative advisory services in relation to Smart Cities and Digital Payments: data gathering and analysis, providing insights into industry trends and competitive landscape to support and drive strategic decisions. Actively contributed to developing the EY Smart City Index framework and customer experience and business improvement strategies for companies across Transport, O&G, FS.

Trade Analyst

European / Italian Chambers of Commerce in Canada West

📅 April - July 2015

📍 Vancouver, Canada

Successful organisation and implementation of numerous projects, such as trade missions, promotional and business networking events.

Administrative Assistant

UCSC International

📅 October 2012 - March 2014

📍 Milan, Italy