

## UBSS Student Experience Committee Membership

The current membership of the Student Experience committee is 4 members (as at *July 2021*) –

[Professor Andrew West](#) – Chair

[Assistant Professor Jotsana Roopram](#) - Secretary

[Assistant Professor Natasha Jacques](#)

[Madilina Tresca](#)

A profile on each member is provided -

## **CHAIR**



### **PROFESSOR ANDREW WEST**

Andrew is the **Provost of the Executive Campus at UBSS**, drawing on his experience as an academic for 12 years and previously as an entrepreneur and business owner for 10 years. He lectures at *UBSS* in the MBA program in Economics. Andrew is also a Lecturer at the *New York University Sydney Campus*, where he lectures in Marketing, reporting to the *NYU Stern Business School*. He was involved in the establishment and the continued delivery of the NYU Internship Seminar, a workplace integrated learning subject, in Sydney as part of the *NYU Global Partner Program*.

Prior to his current positions, Andrew was Dean of UBSS during 2015. From 2010 to 2014, he was a Lecturer at *Macquarie University* in Strategic Marketing, introducing two innovative workplace integrated learning initiatives. A team based business simulation game was incorporated into the Capstone Marketing Strategy subject in which Andrew was the Lecturer. He was involved in the development and implementation of the Participation and Community Engagement for the Marketing Projects. This involved identifying marketing projects and fostering partnerships with Corporate Partners which included *Reckitt Benckiser*, *Optus* and *Special Olympics*. Previously he has also been an Adjunct Lecturer in Business Statistics at *University of Technology Sydney* and in marketing at *Newcastle University*.

From 1995 to 2005, Andrew was the founder and CEO of an IT development company, with clients Australia wide and internationally. His company successfully commercialised two products in the mining equipment inspection and wine sales management spaces. His marketing career has included working at multi nationals *Shell Oil Company* and *Commonwealth Bank of Australia*. Industries Andrew has consulted to include pharmaceuticals (*Australian Self Medication Industry*, *Reckitt Benckiser*) finance (*Commonwealth Bank of Australia*, *American Express*), and not-for-profit organizations *Amnesty International* and *Special Olympics*.

Andrew has completed a Bachelor of Accounting (*Macquarie University*), and Masters of Business Administration (*Newcastle University*) and a Doctorate of Business Administration (*Newcastle University*). His research has led to 12 peer reviewed journals and conference papers published. Andrew's areas of ongoing research in marketing include marketing of high technology, industry report of the Australian pharmaceutical industry, intangible organisational capabilities and innovation ecologies. His higher education research is in aspects of workplace integrated learning including internship pedagogy and business simulation. Andrew's professional and community memberships are with *Australian New Zealand Academy of Management*, Fellow of the Institute of Marketing and Leadership, Chairman of *UTS Northern Suburbs Athletic Club* and on the Marketing Advisory Panel for *Athletics NSW*.

Andrew is currently the **Dean** at UBSS.

## **SECRETARY**



### **ASSISTANT PROFESSOR JOTSANA ROOPRAM**

Jotsana has lectured for a number of years in the field of Hospitality Management at higher education institutions in South Africa. During this time, she worked closely with industry associates, developing and preparing students for junior management roles in the hospitality sector and mentoring junior staff for progression into senior roles. In the latter part of her career in South Africa she worked in academic administration and management as Head of Department managing a faculty of lecturers from diverse fields such as business, hospitality, tourism, sport and journalism. She has a national diploma in hospitality management, certificates in assessment design and development and a moderators' license from the sector training authority of South Africa.

She attained a Postgraduate Diploma and a Master of Education, specialising in *Higher Education* (University of Kwa-Zulu Natal in Durban, South Africa) before immigrating to Australia in 2014. Prior to joining UBSS in 2016, she was the College Operations Manager at Navitas in Sydney.

Jotsana is the **Deputy Dean – Student Experience** at UBSS. She is a professional member of the Institute of Managers and Leaders. In 2019, she completed a Graduation Certificate in Higher Education Academic Practice at the Higher Education Leadership Institute (HELI) and a Graduate Certificate in Business Administration at UBSS. Jotsana has lectured the subject Team Leadership and Change Management in the Bachelor of Business program at UBSS. Her research interests include leadership in higher education, student engagement and online learning; and governance and quality assurance in higher education.

Jotsana's expertise is in developing academic systems, policy implementation in administrative processes and procedures, online examination management and college operations.

Jotsana chairs the Threshold Standards Audit committee and is Secretary of the GCA Executive and Management committee and the Audit and Risk committee.



## **ASSISTANT PROFESSOR NATASHA JACQUES**

Natasha completed her Bachelor of Arts degree (Major in Communicative English) in India and worked at HSBC Bank India as a Customer Service Representative, subject matter expert and Supervisor, ensuring a high quality customer experience for HSBC customers across the globe. Her experience in this field led her to the role of Training and Development Specialist, where she specialised in analysing training needs and the effectiveness of training. In this role, she also delivered soft skills and developmental and leadership training to employees within the organisation. Having gained nine years of corporate experience, Natasha moved to Australia to enhance her qualifications and skills in order to pursue a career in a dynamic organisation. Her goal is to utilize her knowledge and abilities in a career that will provide her with opportunities for continuous improvement, learning and growth, to enable her to leverage her full potential.

Natasha has worked as a Student Volunteer at the UBSS Graduation Ceremonies, as a Student Assistant at UBSS during the orientation weeks as well as a Peer Assistant Student Support Representative (PASS) for the Bachelor of Accounting program. Natasha was also a student representative of the Academic Senate and Academic Integrity committee at UBSS. She gained valuable experience with academic processes and practices in the business school and corporate higher education sector that enriched her skills set. Natasha also represented UBSS at the TEQSA conference in Melbourne 2019 where she contributed ideas from a student perspective towards student challenges and Partnership in Education.

Natasha completed an MBA (Accounting) in 2019 at UBSS and is employed as an **Administration Coordinator** in the Office of the Dean at UBSS. Natasha is also currently a lecturer at UBSS in the Undergraduate programs.

Natasha is a member of the International Managers and Leaders association (MIML), CPA Ambassador and a member of the Research Association of Australia.

Natasha is also Secretary of the Academic Senate and the Threshold Standards Audit committee.



## **Madilina Tresca**

Madilina has taught Italian for a number of years, in Adult Education. Madilina designed and implemented programs at the Beginners, Intermediate and Advance levels; mentored undergraduate/postgraduate students; screened candidates for casual teaching positions, and co-ordinated the teaching rosters.

Madilina has conducted a field research, spanning several months; collecting qualitative and quantitative data for her Masters in Arts (Sociolinguistics) project: Dialect maintenance from the Abruzzo region of Italy, across two generations of families living in Sydney.

Madilina transitioned from Adult Education to a career in Information Technology (IT). Where she worked in technical support, supporting systems used in the Legal and Medical professions. Madilina solved technical issues; managed a Team of Technicians/Engineers; logged/allocated calls to level of expertise; inducted and trained new staff; developed team culture initiatives; implemented performance processes; maintained high team morale and KPIs.

She holds the following qualifications:

- Master of Arts (Sociolinguistics)
- Bachelor of Arts
- Bachelor of Education
- Certificate in IT
- Diploma in IT Systems Administration.

Madilina is the **Learning Support Coordinator** at UBSS.

She is a professional member of the Australian Computer Society, Australian Society of Authors and the Institute of Managers and Leaders.