

Jesse De Jong

AS A Full Stack Web Developer with a diverse background in business, finance and government services. Bringing with me a broad set of transferable skills such as problem solving, demonstrating initiative and high level communication with clients and customers alike; alongside a history of driving business objectives to achieve stakeholder outcomes. *I WANT* to enter the industry applying these well honed skills along with my newly developed technical skills *SO THAT* I can excel in a field well suited to my interests and capabilities.

EDUCATION

Monash University, Melbourne — *Web Development*

Full Stack Bootcamp.

Monash University, Melbourne — *Bachelor of Business*

Majoring in business law.

EXPERIENCE

Services Australia – Compliance Assurance | Risk

February 2020 - Current

Opting to undertake work with Services Australia during the pandemic I have performed more than a dozen roles across the Centrelink, Medicare and MyGov space's assisting in national rollouts such as Jobseeker and more recently Vaccine Certificates and the myriad problem solving required case by case. During the quieter periods of covid where business as usual resumed I worked to calculate overpayments applying various social security law provisions and related interpretations and customer notification and explanation. This work bolstered my critical thinking and problem solving skills and led to me becoming a subject matter expert amongst my team, as well as spurring my creation of various tools to streamline the daily operation of this work.

NAB, Docklands — *Corporate Servicing*

April 2018 - September 2019

At NAB I worked alongside a substantial team operating as the first point of contact for corporate banking and business clients. This role involved having an intricate knowledge of a substantial number of internal programs and policies, including how and where to find answers to bespoke problems usually while iterating with the client. Diagnosing client issues and traversing documentation to achieve an in the moment resolution to a problem, as well as in the more unique cases finding novel workarounds to enable difficult requests to be met.

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Portfolio:

TECHNICAL SKILLS

- HTML.
- CSS.
- JAVASCRIPT.

- SQL
- MONGO
- EXPRESS
- REACT
- NODE

OTHER SKILLS

- Strong autonomous and team focused worker.
- Many years in customer service, face to face and extensively over the phone.
- Strong adaptability to problems and resilience built on past experience.
- Initiation and drive to optimise my processes for efficiency; often developing new ones.
- Strong problem solving ability utilised to achieve business outcomes.
- History of cultivating diverse stakeholder rapport and relationships.

REFERENCES

Respectfully available upon request.