

# Jesse De Jong

I am a highly motivated individual seeking out opportunities such as this to expand on my current skill set and develop my career. Having the opportunity to more broadly utilise my existing strengths and continue to develop new ones as I begin contributing to an important organisation such as yours would be a profoundly welcome undertaking.

## EDUCATION

### **Monash University, Melbourne — Bachelor of Business**

Majoring in business law.

### **Responsible Service of Alcohol Certification,**

## EXPERIENCE

### **Services Australia – Compliance Assurance | Risk**

February 2020 - Current

Initially my role involved ensuring early intervention and education was delivered directly to customers to ensure breadth of understanding in their complex mutual obligations and their ongoing compliance, as well as calculating and explaining debt outcomes where I determined they were. Since the developing COVID-19 situation emerged several subsequent roles have fallen under my purview, providing me a unique opportunity to assist the broader organisation and Australian People in numerous other capacities.

Of these opportunities various ad hoc triage roles providing phone support have allowed me to directly leverage my compassion and wealth of prior phone liaison experience in assisting those worst affected by this crisis at a very distressing time.

Multiple additional administration duties all in previously foreign areas, some under the Medicare master program as opposed to my usual Centrelink work also became part of my repertoire. This work shift allowed me another opportunity to develop an in the moment productivity tool leveraging excel in a way which wouldn't require code cleared by security in turn allowing it to be stood up significantly more quickly. This particular tool increased team productivity and reduced common operational risks inherent to the work such as RSI and Human error in repeat processing.

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## SKILLS

- High level computer skills including Microsoft Suite, especially Excel.
- 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.
- Subject Matter Expert (SME) – Knowledge source for colleagues for every role I have worked.

## References

Current line manager: Jackie Quin: 9559 1511

Labour hire manager: Alex Quinnell: 0436 026 393

## **NAB, Docklands — *Corporate Servicing***

April 2018 - September 2019

Working at the bank I was the first point of contact for a vast number of business enquiries for a wide variety of stakeholders. My wide purview of responsibilities ranged from the execution of structural alterations of financial products, dispute resolutions, technical system alterations and repairs to customer services and all areas of service delivery primarily delivered directly; telephonically. This diverse role spanned a substantial number (approximately 80) of internal computer systems utilising most on a daily basis, with some lapses in system functionality prompting me to create a mini-suite of various excel tools; primarily specific calculators to replace outdated or no longer working legacy systems to better support myself and my team. Cultivating relationships with various internal and external stakeholders which often needed attention on a daily basis were also a part of my domain. Here a strong focus on building and maintaining rapport served me well in meeting and exceeding customer expectations of service delivery and reconciling the competing demands of the organisation. This also allowed me to informally become the *de facto* resource for my colleagues and superiors upto and including our departmental head; especially regarding technical matters, and an SME for my department. The internal stakeholders I had fostered relationships with in departments our work occasionally intersected with often turned a protracted headache for important clients into quickly achieved positive outcomes. My role continuously provided the opportunity to deliver excellent customer service, provide direct assistance in or handle an extensive range of highly technical issues and problems as they arose for clients, manage and develop my own interdepartmental communications and ad hoc administration, the diversity of which I enjoyed and thrived upon.

## **IGA, Chelsea Heights — *Cashier***

November 2014 - April 2018

Wide range of responsibilities including front end customer service, assistance managing and stocking the store and liquor department. Register experience including EFT, cash and customer accounts.

## **Pro Street Scooters, Chelsea Heights — *Tech Support***

December 2013 - November 2017

Assistance with computer related issues ranging from printing, to website orders and maintenance.