

# KIA ORA, I'M JESSICA CHIU

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## PERSONAL PROFILE

People. That is the focus of my efforts, work, and ambition. People are constantly changing: whether it's the technology they use, their teams they work with, or even their ideas. I hope to collaborate and bring my perspective of inclusion, accessibility, and sustainability when developing strategies for improvement. I would love the opportunity to be part of the your team where I can both grow and help others grow. By being a part of journeys where we can develop solutions that create a positive impact, I want to support people in their projects and businesses.

## SKILLS

### Communication

In my current and previous roles, I spoke to a variety of people daily to help them through technical, banking, compliance, and trade issues. Code Club volunteering has lead me to help young students learn about software development for their projects. These experiences have developed my ability in troubleshooting issues and finding ways to communicate them in a way the user can understand - this has now translated in communicating the strategies I develop to other teams and how I present data. My work is always adapted to be personal to the client or company using clear language so that ideas can be turned into real solutions.

### Teamwork

Throughout my roles and university, I have been involved in projects which have taught me the value of developing a strong team dynamic. Through my roles, I've learned the importance of collaboration to promote internal work culture and to provide the best experience for our users. I believe in cultivating an environment where everyone is comfortable with sharing their ideas and asking questions because this is how I also grew to develop my own skills.

### Active Learner

I am diligent with my tasks and would never turn down an opportunity to grow my knowledge. I'm always excited to pick up new skills to provide insight and solutions the best I can. While I might not have all the answers, I'll have the motivation to learn how to find them.

## WORK EXPERIENCE

### OPERATIONS ANALYST

*Hatch | 2021 - Present*

- Developing solutions for customer onboarding processes with AML requirements
- Execution of customer onboarding - individual and trust accounts: collection of customer due diligence and know your customer information for account verification
- Reviewing and updating procedure documents for the Operations and Support teams, reporting on operational issues and banking statistics
- Banking support: reconciliation of foreign exchange revenue, booking foreign exchange trades, reconciling and verifying transactions

### CUSTOMER SUCCESS SPECIALIST

*Hatch | 2020 - 2021*

- Worked on a variety of projects to improve the insights gained from customer contact, improve the onboarding process, and improve the deposit process with customer due diligence checks

### CUSTOMER SUPPORT REPRESENTATIVE

*Trade Me | 2018 - 2020*

- Site Functionality and Trade Support Team. Consistently met Trade Me customer support objectives to a high standard. 95% customer satisfaction feedback rating (average is 85%), and a 99.62% 6-Week Rolling average internally marked quality score
- Worked responsibly to comply with security and risk standards - PCI DSS compliant, safely handling payment transactions, and retaining confidential information which may affect company stakeholders

## ACADEMIC BACKGROUND

### VICTORIA UNIVERSITY OF WELLINGTON // TE HERENGA WAKA

*BCom, major in Information System, minor in Management, specialisation in IT Solutions | 2017 - 2019*

#### Coursework

Digital Strategy, Enterprise Architecture, Management of IT Projects, Systems Analysis, Business Analytics, Application Development, UX Design, Statistics

### ACG YOOBEE SCHOOL OF DESIGN

*STAR Funded Short Courses | 2014 - 2015*

Web Design, Graphic Design, Game Design

### WELLINGTON GIRLS' COLLEGE

*NCEA Level 1, 2, 3 | 2011 - 2015*

## PERSONAL DEVELOPMENT AND VOLUNTEERING

### GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE

*Online Courses | 2018*

System Administration and IT Infrastructure Services, Technical Support Fundamentals, The Bits and Bytes of Computer Networking

### AWS CERTIFICATION SCHOLARSHIP

*A Cloud Guru in partnership with Women Who Code | 2018*

### CODE CLUB AOTEAROA/SHE CAN CODE VOLUNTEER

*Education Support | 2018-2020*

Helping primary and secondary school students work on STEM projects. Providing support through troubleshooting, marking, and encouragement in learning.