

HI, I'M JODIE

a customer-centric technologist who loves growing and improving products and user experiences

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EXPERIENCE

Analyst Programmer | TAL Australia Jan 2020 - Present

Liaise with product, business and technology teams to deliver product features in an agile, cross functional team.

- * Technical and business analysis to translate requirements into clear and actionable user stories
- * Assistance with running agile scrum ceremonies
- * Manual and automation testing of work delivered by the team

IT Graduate | TAL Australia Feb 2018 - Jan 2020

Worked in the Innovation, Architecture, Enterprise Data and Data & Analytics Team. Was part of a successful REST Tender and Integration Program.

- * Full ownership of an end to end UI/UX project, from defining a roadmap, to building and delivering a design system
- * SQL Development and Data Visualisation for analysis

Technology Director | Interns Australia Jul 2018 - Feb 2020

Took ownership of their website and digital assets. Coordinated with the wider team to identity and implement improvements within the customer journey.

IT Intern | ASIC Jan 2017 - Jul 2017

Worked in the IT Assurance & Governance and Service Desk.

- * Ensured projects and deliverables aligned with methodologies
- * Identified improvements to their intranet portal and information architecture, and implemented features to enhance their design

UX Researcher | Vivant Digital Nov 2016 - Jan 2017

Synthesised quantitative and qualitative research data using the 'Jobs to be done' framework to identify and empathise with customer pain points, needs and desires in the form of insights, themes and stories to recommend solutions.

UX Associate | Wisetech Global Jul 2015 - Jan 2016

Collaborated with developers and the product team to identify ways to improve the user experience on the GLOW SaaS tool.

- * Conducted and documented an assortment of tests to identify, record and mitigate system defects
- * Composed and published an internal user guide for the system.

EDUCATION

Bachelor of IT Co-op |
University of Technology, Sydney

- 3.67 Distinction GPA
- Completed the UTS BUiLD, SOUL and Accomplish Programs
- One of 40 students selected to partake in the SSE The Navigator Unit

Product Management |
General Assembly

- March to May 2021 Intake
- Foundational and practical course to develop the skills required to balance business viability, technical feasibility and customer desire to build products

AWARDS

- Microsoft Certified Azure Fundamentals
- TAL CEO Spirit Award
- 'Best out of the box' 2018 TAL Hackathon Award
- 2017 UTS FEIT Dean's List
- Toastmasters International Award (Communication and Success Leadership Series)
- 2016 Recipient of the New Colombo Plan Scholarship

VOLUNTEERING

- **2019 - 2020:** ABCN Program Mentor for High School Students
- **2017:** UTS Peer Adviser
- **2015 -2016:** UTS IT Society's Publications Officer
- **2016:** Content Researcher at NSW SWSL Health