

JODIE LAM

<https://www.linkedin.com/in/jodie-lam/>

jodie.lam@outlook.com

0466836674

EXPERIENCE

Analyst Programmer | TAL Australia Jan 2020 - Present

I liaise with stakeholders and work within an agile, cross functional team to deliver new features for the Claims *Fineos* Application. I analyse and define requirements, and conduct tests to ensure acceptance criterias are met. I also assist with developing code fixes for incidents raised by users on ServiceNow. On the side, I also work as the team's Change Champion for the Modern Workplace Program.

IT Graduate | TAL Australia Feb 2018 - Jan 2020

As a part of the graduate program, I completed four six-month rotations in the Architecture, Enterprise Data, Innovation and Data & Analytics Team in roles ranging from UX Design, SQL & Front End Development as well as Business & Technical Analysis. During this program, I got the opportunity to work on a range of initiatives, including a successful REST tender and the Lynx integration project.

Technology Director | Interns Australia Jul 2018 - Feb 2020

I worked closely with the team to redesign, develop and manage their digital assets. This included their website, social media content, and marketing materials.

IT Intern | ASIC Jan 2017 - Jul 2017

I completed two rotations in the IT Assurance and Governance Team, as well as the IT Service Desk. I furthered my skills in web design and development by updating intranet webpages using Javascript, CSS and HTML. Additionally, I assisted with team reporting and managing incidents using the *BMC Remedy ITSM* Tool.

UX Researcher | Vivant Digital Nov 2016 - Jan 2017

Summarised and synthesised client research data using the 'Jobs to be done' framework to identify and understand customer pain points, needs and desires in the form of themes and stories.

UX Associate | Wisetech Global Jul 2015 - Jan 2016

I worked on the *GLOW* SaaS tool with developers and the product team to identify ways to improve the user experience. I also conducted and documented an assortment of tests to identify, record and mitigate system defects. I also composed and published an internal user guide for the system.

EDUCATION

Bachelor of IT Co-op | UTS

- 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

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)

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

SKILLS

Analysis

Communication

SDLC / Agile Way of Working

Research

UI / UX Design

Stakeholder Management

Design and Critical Thinking