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# ENGLISH REUBEN-HEKE

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Warner, QLD 4500 ♦ 047-807-0401 ♦ Reubenheke21@gmail.com ♦

**WWW:** <https://reubenheke.com.au/index.html> ♦

**WWW:** <https://www.linkedin.com/in/reuben-heke-497b99230/>

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## PROFESSIONAL SUMMARY

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Results-driven home lending specialist with a strong passion for technology and a desire to pursue a career in software development. Currently completing a comprehensive course with Coder Academy to gain a Diploma of Information Technology, specializing in web development. Demonstrated ability to assess customer needs, provide exceptional customer service, and deliver sales results. Proven self-starter and lifelong learner, dedicated to expanding technical skills and staying on top of industry trends. Seeking an opportunity to apply acquired knowledge and experience to contribute to a dynamic team as a junior software developer.

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## SKILLS

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- Programming Languages: HTML, CSS, Python
- Web Development Frameworks: Flask
- Database Management: PostgreSQL
- Software Development: Version Control (Git)
- Project Management: Trello
- Problem-Solving and Troubleshooting
- Responsive Web Design
- Strong Teamwork and Communication Skills
- Continuous Learning and Adaptability

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## WORK HISTORY

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**Home Loan Specialist**, 07/2021 - Current

**Commonwealth Bank** – Brisbane, QLD

- Communicated with clients, processing teams and other third parties to achieve prompt loan closings.

- Maintained high level of customer satisfaction by providing prompt and accurate loan status updates.
- Worked with Credit Analysts to fix application problems and resolve issues.
- Followed up with clients on missing loan documents, providing guidance on best way to complete application process.
- Conducted thorough assessment of home loan applications, including analyzing customer income, liabilities, and serviceability.
- Utilized sales skills to effectively promote and sell home loan services to prospective clients.
- Last Financial year had a Net Promoter Score above 70
- Provided exceptional customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction throughout the loan application process.
- Collaborated as a risk champion to actively mitigate risks within the team, including participating in risk presentations and implementing preventive measures.
- Contributed to pilot programs by testing and evaluating new software applications and procedures to improve operational efficiency.
- Spearheaded the piloting of a cutting-edge library program aimed at streamlining document accessibility for lenders within customer profiles on loan applications.
- Provided constructive feedback and insights to the project team, leading to discussions on optimizing the program and enhancing user experience.
- Collaborated with cross-functional teams to identify areas of improvement and implement enhancements for increased efficiency and effectiveness.

**Junior Broke**, 09/2020 - 06/2021

**Credit One Finance** – Brisbane, QLD

- Collaborated with clients to maintain relationships and provide customers with thorough support and guidance.
- Developed and maintained strong knowledge of multiple products and varying levels of benefits within each product.
- Discussed financial options with clients and provided informed suggestions.
- Compiled and analyzed data to determine approaches to improve sales and performance.
- Built and deepened productive relationships with prospective and competitive customers to drive sustained growth.

- Networked to identify potential new clients and expand geographic territories.
- Prepared contracts and related documentation according to strict standards.
- Worked with clients and finance companies to find optimal solutions for financing.

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## EDUCATION

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**Diploma:** Information Technology, Expected in 02/2024

**Coder Academy** - Brisbane

**Coder Academy, Brisbane, QLD (Term 1 Completed, 2 Terms Remaining)**

**Expected Completion:** February 2023

**Course Focus:** Comprehensive web development training with a strong emphasis on practical projects and real-world applications.

**Key Skills:**

HTML & CSS Fundamentals

JavaScript & jQuery

Python

Backend Development with Django

Frontend Development with React

Database Management

Deployment and Project Management