Englesh Reuben-Heke

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Professional Summary

Innovative Junior Software Developer with a demonstrated background in designing, debugging, and deploying software. Has over 10+ years in a customer-centric focus environment and an excellent understanding of project management. Proven experience working with deadlines and interruptions as a Home Lending Specialist.

Projects

- **Software Developer Portfolio** *(www.reubenheke.com.au)* A website that I created that has my projects on it.
- **Zombie Adventure Game** *(https://github.com/Reubenheke21/Zombie-Adventure-Game)* A terminal application game that is text-based, it will ask the user for their input and then will randomly decide on what to do next based on what the user has decided.
- **Rental Share Calculator** - WORK IN PROGRESS *(https://github.com/Reubenheke21/Practice)* A Python-based game that asks the users questions about their income and the frequency of their bills so they know how much each week/fortnight/month they should put aside to make sure all their bills are paid or even split evenly between housemates.

- **Gaming API** *(https://github.com/Reubenheke21/Englesh_Reuben-Heke_T2A2)* This is my first API application created in Flask using PostgreSQL as my DBMS. It is a game recommendation API, that only currently has the backend version that asks for a user to log in, ask for a random game, and provides the option to leave a comment on whether the user liked it or not.

Skills

- Product Management
- Amazon Web Services - Cloud (currently attaining)
- HTML/CSS

- API Development - Postman
- JavaScript, React, Node/Express
- DBMS - PostgreSQL, MongoDB

- Agile/Scrum Methodology
- Python, Flask
- Version Control - Git

Experience

Home Lending Specialist   July 2021 - Current
Commonwealth Bank, Brisbane, Australia
- Achieved a Net Promoter Score of over 90% based on Customer Service
- Guide customers through the home loan application process, explaining terms, conditions, and documentation requirements
- Conduct thorough financial assessments, analyzing income, expenses, and credit histories to ensure affordability and compliance with the National Consumer Credit Protection (NCCP) regulations
- Provide expert advice on various home loan products, interest rates, and repayment options, tailoring recommendations to individual customers
- Communicated with customers throughout the loan process, assisting with questions and explaining additional requirements.

Junior Broker   September 2020 - June 2021
Credit One, Brisbane, Australia
- Managed a high volume of incoming calls, serving as the first point of contact for clients seeking asset finance solutions for

cars, caravans, and boats
- Effectively assessed clients' financing needs, providing tailored guidance and recommending appropriate asset finance options based on individual circumstances
- Collaborated closely with senior brokers to allocate and prioritize leads, optimizing workflow efficiency and ensuring timely follow-ups

Customer Service Officer Cash Train   February 2020 - September 2020
Brisbane, Australia
- Successfully approved a significant number of credit loan applications while maintaining a low default rate, showcasing effective risk assessment and decision-making skills
- Received positive feedback from customers for clear and helpful communication during the loan application process, contributing to high levels of customer satisfaction
- Consistently met or exceeded performance targets, including application processing times and approval rates, demonstrating strong efficiency and productivity

Restaurant Manager   October 2017 - February 2020
Getta Burger, Brisbane, Australia
- Oversaw daily operations of the restaurant, ensuring smooth and efficient functioning of all departments and maintaining high standards of customer service
- Managed stocktakes and inventory control, monitoring stock levels, placing orders, and optimizing inventory turnover to minimize waste and maximize profitability
- Created and executed staff rosters, efficiently allocating shifts and managing labor costs while ensuring adequate coverage during peak business hours

Shift Supervisor   August 2012 - October 2017
McDonald's, Brisbane, Australia
- Supervised and managed overnight shifts at McDonald's, ensuring smooth operations and maintaining high-quality service standards
- Conducted stocktakes and inventory management to monitor stock levels, track usage, and place orders, minimizing shortages and waste
- Oversaw machinery maintenance and cleanliness, ensuring proper functioning of equipment, performing routine checks, and coordinating repairs as needed
- Responded to all customer concerns or issues promptly and professionally.

Education

Diploma: Information Technology - Australia Coder Academy, Brisbane   March 2024

References

Robin Montesclaros Current Team Leader at CBA - 0415687178
Sadifa Sljivar Current Colleague at CBA - 0411566790