Assignment Two

Personal Information:

Name: Tim Rennick Student ID: s3806967 Email: tim.poddie@gmail.com

Team Name: TBD

My name is Tim Rennick, I was born and grew up in Melbourne. My family lives across Melbourne and are mostly Australian. After finishing highschool I briefly attended Deakin University, studying a bachelor of arts. I deferred from the course after the second semester after realising I wanted to work fulltime rather than study. After working briefly in hospitality, I started working in finance for the National Australian Bank in 2017. Since then I have moved to a different company in a similar customer service role in Superannuation. Recently in May of 2019 I started studying a bachelor of business online with RMIT. When not working or studying, I enjoy playing tennis, reading, playing PC games and socialising. My main interest in IT stems from my childhood and job. Growing up I was always fascinated with how my family's jobs were adapting based on the IT technology available. At work as well I rely strongly on a number of IT programs and platforms in order to deliver expected customer service and complex information to internal and external stakeholders. While I enjoy using these programs, I do not understand much beyond their surface level. I hope that this course will better educate me on how they function and how I can best use them going forward.

Tools:

Link to my website:

Myers Briggs Test

Your Results

TYPE:	Turbulent Advocate
CODE:	INFJ-T
ROLE:	Diplomat
STRATEGY:	Constant Improvement

(Source 1: 16 Personalities)

Learning style Test:

STUDENTS	PARENTS	COUNSELORS

What's Your Learning Style? The Results

Your Scores:

▶ **Printer Friendly Version**

- Auditory: 30%
- Visual: 50%
- Tactile: 20%

You are a **Visual** learner! Check out the information below, or view all of the learning styles.

Visual

If you are a visual learner, you learn by reading or seeing pictures. You understand and remember things by sight. You can picture what you are learning in your head, and you learn best by using methods that are primarily visual. You like to see what you are learning.

As a visual learner, you are usually neat and clean. You often close your eyes to visualize or remember something, and you will find something to watch if you become bored. You may have difficulty with spoken directions and may be easily distracted by sounds. You are attracted to color and to spoken language (like stories) that is rich in imagery.

Here are some things that visual learners like you can do to learn better:

- Sit near the front of the classroom. (It won't mean you're the teacher's pet!)
- Have your eyesight checked on a regular basis.
- Use flashcards to learn new words.
- Try to visualize things that you hear or things that are read to you.
- Write down key words, ideas, or instructions.
- Draw pictures to help explain new concepts and then explain the pictures.
- Color code things.

(Source 2: What's your learning style?)

Creativity Test:
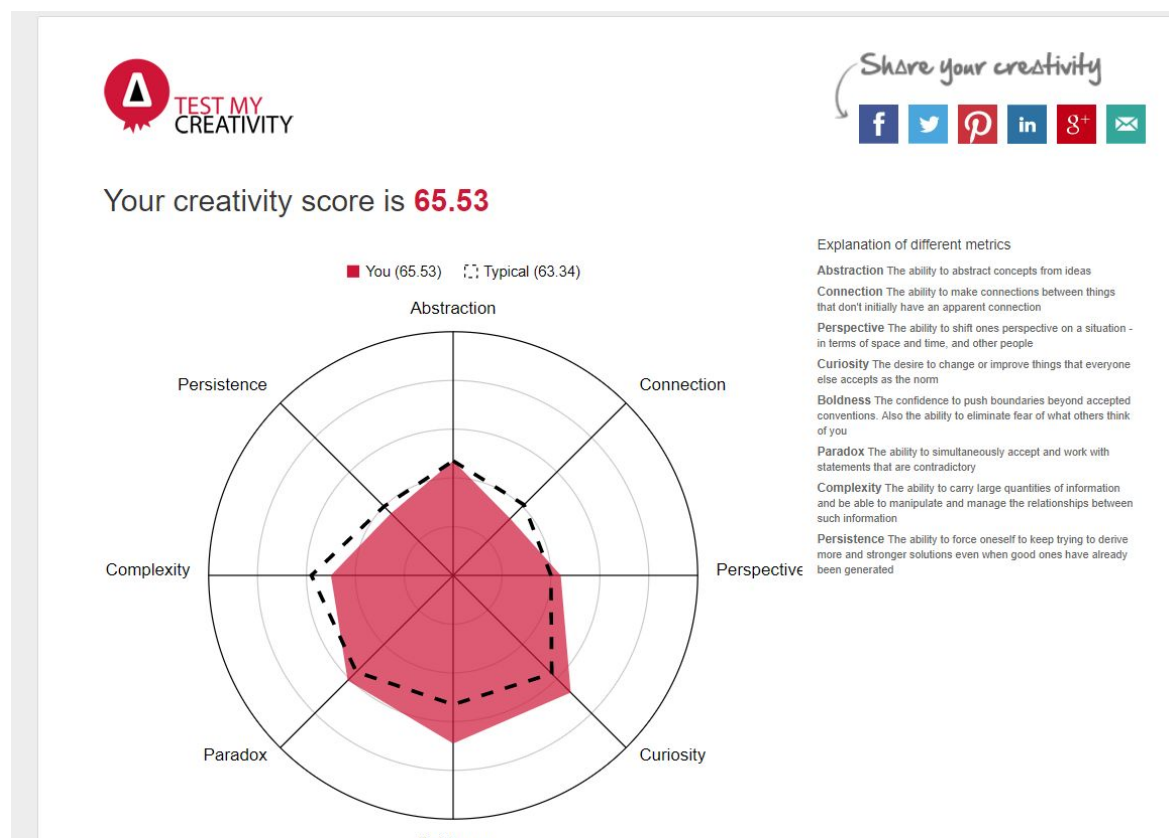
(Source 3: Test my Creativity)

How this Information will be helpful for the group:

The main test that I think will be helpful to the group going forward will be the second test, which measured my learning style and the best way I absorb new information. The test reflected that I learn best through visual methods. This can be applied in the group setting by assigning me tasks where visual learning is a major part, such as viewing the 10 different IT Youtube Videos and reporting on their work.

The other tests while less important, can still be taken into account by the group when assigning work and roles amongst members of the team. The third test for instance measures me as having a slightly above average creativity score. Depending on the results of others tests and their own considerations on their personalities as being more creative or analytical, this could help us decide how to divide up certain tasks between ourselves. Similarly my first test in which the Myer-Briggs assessment indicated I was a Diplomat, could indicate my future role in attempting to negotiate workloads in the future.

Sources:

1. 16 Personalities, 2019, Free Personality Test, 16 Personalities, viewed on the 12/06/2019 https://www.16personalities.com/

2. Education Planner, 2019, What's your learning style? 20 Questions, Education Planner, viewed on the 12/06/2019, http://www.educationplanner.org/students/self-assessments/learning-styles-quiz.shtml

3. Test My Creativity, 2019, Test My Creativity, Aulive, Viewed on the 12/06/2019 http://www.aulive.com/

Ideal Job

https://www.seek.com.au/job/39165301?searchrequesttoken=84d123da-e22b-40fd-b98e-e4b5afc08460&type=standard

Complaints Manager - Superannuation

Robert Walters
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What makes this position appealing to you and what does it involve?

This position involves handling a large number of complaints that have been escalated beyond the contact centres in which they started. The successful applicant would need to investigate complex cases within a large organisation, often spanning across multiple divisions or departments. They would also have to correspond with the complainants to reach a positive resolution, while also working to adhere to financial and business rules and regulations. Additionally, they would affect long term change by identifying and seeking to change business practises to reduce dissatisfaction in the future.

I am currently working for a large superannuation industry fund, in which a large part of my role is communicating with customers about their funds with us. The part of this job I enjoy the most is helping the people I talk to resolve the issues they are faced with. This often involves investigating why they are upset, understanding what occurred and then seeking to implement a resolution. Helping people has always interested me, and this role is a natural extension of my current job.

This complaints manager role would allow me to assist a large number of individuals, while also working to change business strategies and affect long term change. Having enjoyed working in many customer facing roles in superannuation, I feel that this job most closely aligns with both my personal goals and corporate ambitions.

A description of the skills, qualifications, and experience required for the position.

This role requires a range of different skills and experience, as it is both dealing with internal and external stakeholders. The ideal candidate would certainly have to possess strong experience in customer service. A key part of the job would be communicating with dissatisfied customers – so being able to

effectively engage with all kinds of people would be essential. Additionally, the candidate would need to have excellent time management and organisational skills. With a large case of complaints, and a range of teams to liaise with in their resolution, time management would be critical.

While experience in a similar dispute resolution position would be great, general experience in a customer orientated or investigative role would be more important. If a tertiary qualification was required, a bachelors of business or finance would be the most applicable considering the nature of the product.

A description of the skills, qualifications and experience I currently have

I first started working in a customer facing environment in hospitality. I worked in a fast food chain, in which I would often take and deliver orders to a range of different people. From there I secured a job with a large bank, where I worked in an inbound call centre for superannuation. This position was vastly wide-ranging, and involved me doing anything from resetting online passwords, to educating customers of taxation legislation around contributions into super.

After working for nearly a year in that position, I moved into another superfund in a similar, role in which I also perform administrative duties. This includes taking escalations from colleagues when they have an upset customer, and investigating complex or difficult cases.

Currently I am studying a Bachelor of Business with RMIT and Open Universities; this will be my first post high school education.

A plan describing how you will obtain the skills, qualifications and experience required for the position.

I feel that due to having over two years' experience in a similar customer orientated role within superannuation, that this position is quite obtainable.

Firstly, I plan to continue developing in my current job. This will involve spending more time investigating and escalating complex or difficult cases, and working with colleagues and customers alike to resolve them.

In addition to that, I plan on continuing to study my degree in business at home in my free time. This will give me both a tertiary qualification, and experience in business and finance overall. It will also teach me to use different programs and IT systems I would not otherwise know how to use. For instance, my current unit: Statistical Analysis relies heavily on using the program Excel.

Other than that, I will strive to increasingly take on more responsibility at work, and look for more opportunities to excel at my current position.

GROUP REFLECTION:

What went well?

What could be improved?

At least one thing that was surprising?

At least one thing that you have learned about groups?

Remember to include in your section on Tools how well you think your Github log of activity reflects your group's work on this assignment

Overall, while the group did face some initial challenges in its organisation and coordination, I feel that we did work well together.

As in any group assignment, there were communication problems around allocating work and assigning responsibility. This was emphasised more due the

the online nature of the course. Being unable to meet up in tutorials or at a physical location makes it harder for the group to properly communicate.

However, after a slightly slow start the group pulled together well, with everyone proactively pitching in what work they would be comfortable doing. A member of our group also suggested and set up a Discord server to use to communicate with others. This allowed us all to talk in real time about the project and any difficulties faced. For instance when Tim asked the group about uploading files to Github, Sebastian was able to demonstrate with screenshots the correct method.

The most surprising thing we found was how almost every member of the team stepped up independently to contribute when needed. In past group projects it is quite common to see only a few individuals do the majority of the work, while the remainder of the team does very little. In this project though, after an initial suggestion of how work should be assigned, everyone volunteered to take parts on themselves.

After discussing it on Discord together, we have all come to learn quite a few new things about working as a group. For instance, in order for the group to function it is important to have a platform that everyone can engage in and share ideas. Members of the group also felt that while we did not have a clear group leader that stepped up to allocate and assign work, we were still able to function to complete the project. Quite a few of us thought this was surprising, as while individual autonomy works well in self projects, group projects usually require a clear leader who steps up to organise everyone. Since the project lacked such a leader and still was completed, we learned that as long as we were all committed to success, no single individual needs to bear the burden of the work or organisation.