

EXPERIENCE

Operations Analyst

April 2016 – Present

Vodafone NZ Ltd. | Wellington

- Developing Python email and BMC Remedy automation for win32 and Unix.
- Reporting, data modelling and analytics prepared for business proposals, team comms and info packs.
- Raising awareness for and measuring quality of tickets and interactions to raise CX.
- Working with the team to identify and manage continuous improvement opportunities.
- Management of Enterprise Service Centre knowledge base.
- Remedy ITSM administration; managing users and other objects and triaging user faults.
- Working closely with Service Desk managers to implement ITIL Processes and Methodologies.

Key Accomplishments:

- Developed automation (Python, HTML/CSS, Selenium, MySQL and Powershell) to automate work in the Service Operations Centre (SOC), now indispensable.
- Skills-based routing (SBR) implementation within the SOC, a first for Vodafone NZ
- Automated reporting (Power BI, VBA, o365, Python), replacing time-consuming Service Operations Centre reporting

Service Desk Analyst

March 2013 – April 2016

Vodafone NZ Ltd. | Wellington

- Assisting development of automation and productivity tracking tools.
- Raising, classifying, managing and resolving incidents across network, telephony and mobile, following ITIL practices.
- Jeopardy case management and diagnosis – handled impact and urgency appropriately.
- Improving business processes, adding to knowledge base and providing training.
- Attending client meetings, product heartbeat sessions and focus groups.
- Received clearance to work across multiple enterprise and government client systems.

Restoration Technician

October 2011 – March 2013

Enviro Clean and Restoration Ltd. | Wellington

- Carpet cleaning in a residential and commercial setting.
- P-Lab, death scene, mold, sewage decontamination/remediation.
- Planning time-sensitive and often complex jobs.
- Drive to location, work under my own direction and maintain equipment.
- Entrusted with access to security areas and equipment (e.g. for government departments and large organizations' offices for carpet cleaning).

Web and System Support Analyst

July 2007 – May 2008

Mavim NZ Ltd. | Tauranga

- Identified budget-friendly computer upgrades and improvements to IT processes.
- Provided OS and Mavim SIS specific support to account manager staff and clients.
- Developed enhancements to company website and marketing related projects within the organization.
- Train customers in using Mavim SIS process and information management software package at seminars.

EDUCATION

Pearson VUE | CCENT (Complete)

2015 – 2016

Bay Of Plenty Polytechnic | Dip ICT Level 5 (Complete)

2006 – 2008

SKILLS & INTERESTS

Skills: HTML, CSS, JS, React, Python, C++, SQL, Git, Unix & BASH, Powershell, AutoHotkey, VBA, Excel, Power BI, BPMN 2.0, ITIL v4

Interests: Software Engineering, GNU/Linux, guitar and music production, 3D modelling, FPV drone racing