

DAVID ELLIS

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An accomplished professional with over ten years of demonstrated work ethic in independent, team-based and leadership roles. Seeking to continue developing and expanding upon current skill set in an engaging business environment.

Professional Experience

VERTAFORE, Denver CO (USA)

MAY 2017 - TODAY

Corporate Finance - Order & Invoicing Specialist

A position within the finance department of the largest privately-held software company in Colorado, and the industry leading provider of technology to the US insurance market. Alongside my colleague, our role was to manage all product licensing and customer asset records to ensure accurate billing and company revenue (annual \$450 million). I joined the company in the early stages of its relocation from Seattle to Denver and quickly became fully independent in the role following a brief training period.

Primary role:

- **Order & Invoicing Specialist** – Managed all product licensing and customer asset records, audited accounts, investigated and addressed billing discrepancies, assisted customers and internal staff with account, order, and product related enquiries.
- **Cross-functional support** – Provided fellow employees with information about orders, accounts, products, internal systems, and workflow processes. Worked closely with a wide range of departments – primarily Order Management, Billing, and Sales, but also Support, Development, Professional Services, and Legal. Made connections between various teams to facilitate teamwork, solutions for customers, and innovative process reform.
- **Systems and workflow engineering** – Contributed to re-engineering internal processes to create a more streamlined, efficient and productive set of systems that prioritised accuracy, transparency and the ability to adapt to future challenges.
- **Report generation** – Linked multiple platforms and programs together to generate reports for operations and special projects such as business activity reviews.
- **Customer support** – Provided tier 2 customer support and directed available company resources to efficiently address customer needs, always with the mindset of “Customer Success Is Our Success”.

Key contributions:

- Involved in the **internal systems transition** from Oracle EBS to NetSuite & Salesforce during the early stages of employment. Contributed to the **ongoing testing and review of the new management system** to ensure accurate database migration into, and management within, the new software environment.

- **Worked overtime, weekends and holidays** during the systems transition and periods of high or urgent demand to ensure accurate billing and product provisioning for Vertafore's clients. Conducted a week-long **interstate workshop** in Pulaski Tennessee on short notice to dismantle information silos and guarantee retention of product and process knowledge.
- **Assisted colleagues** (particularly new recruits) in understanding processes, products, systems, responsibilities, and company culture. Took pride in being a part of, and fostering, an inclusive, supportive and collaborative work environment.
- **Analysed, developed and refined work processes** to improve productivity, reduce exposure to risk, and improve the customer experience. Documented all processes to guarantee business continuity.
- **Enforced correct order and invoicing protocol** to ensure accurate record keeping, billing and customer provisioning. Guided teams on how to adhere to these policies in a firm but supportive manner.
- **Took the initiative to conduct special projects** to address issues as they became apparent – resolving account discrepancies, implementing process enhancements, highlighting ways to better deliver for our customers – and **reported to upper management on key findings and suggested solutions**.

BOULDER HUMANE SOCIETY, Boulder CO (USA)

JUN 2018 – AUG 2018

Volunteer – Animal Shelter

Assisted in the care of rescued animals as part of the ACT (Animal Care Team).

FAYETTEVILLE ANIMAL SERVICES, Fayetteville AR (USA)

JAN 2017 – APR 2017

Volunteer – Animal Shelter

While waiting for my US VISA work permit to be granted, I volunteered at a local animal shelter. My role was to socialise and care for dogs to improve their chances of being adopted.

CORESERVE, Sydney NSW (Australia)

AUG 2016 – DEC 2016

Sales - Account Coordinator

Started out on the helpdesk of Australia's premier hospitality equipment servicing company as an office all-rounder. Progressed to account coordinator within six weeks - a position responsible for Coreserve's relationship with its most important clients. Requested release of employment to be with fiancé and her family in the USA - this was granted, and we parted on very amiable terms.

Primary role:

- **Helpdesk / Office All-Rounder** - Answered phone calls and emails from staff, suppliers and clients. Interacted with new and existing customers – creating and closing jobs, dispatching technicians, managing stock, invoicing, and resolving customer conflict.
- **Sales** - Created and followed leads through to signature by cold calling or expanding upon existing business relationships. Capitalised upon every opportunity to increase sales.
- **Account Coordination** - Ensured a healthy working relationship with account clients by being a friendly point of contact within the company, being familiar with the status and

recent history of each client relationship, and by addressing all account client's concerns in a timely and professional manner. Continued to work in sales to upgrade existing clients to account status.

Key contributions:

- **Established new relationships** with small and large clients, while maintaining and improving existing relationships.
- **Created a system** for collecting and compiling client data into a **searchable database**, providing all sales staff with a way to **better target sales** and **track client history**. This resulted in an **improvement in efficiency** by minimizing duplicate calls and assigning proportionately appropriate resources to each client.
- **Improved office efficiency, client satisfaction and business productivity** by actively listening and observing all interactions and work practices. Provided management with **productive feedback and solutions**, and remained involved in this process from beginning to end.

FUJI XEROX AUSTRALIA, Sydney NSW (Australia)

JAN 2008 – AUG 2016

Customer Relations – Mobile On-Site Customer Support

Contracted through CMG Smart Services, my role was to serve as a front-line representative for Fuji Xerox Australia and ensure the ongoing satisfaction of account clients – these included sites in government, education, military, public, and private sectors. Regularly tasked with secondary and leadership duties.

Primary role:

- **Customer support** - Provided on-site customer support with a focus on improving public relations – ensuring customer retention while increasing product integration on each site. This required a comprehensive understanding of Xerox's products and services to be able to effectively upsell customers and provide targeted solutions for evolving business needs.
- **Technical support** - Delivered and installed photocopier parts, provided product training, and undertook preliminary diagnosis of technical issues in order to dispatch appropriate technical services.

Key contributions:

- Responsible for the **pre-programming and roll-out of all photocopiers** required nationally by the AEC (Australian Electoral Commission) for the **2016 Federal Election. Completed urgently interstate in Canberra** over the course of three days before the election.
- **Primary trainer** for new employees. Provided initial training and ongoing mentoring for new staff in various roles.
- **Regularly assisted management** with the **design and implementation of development strategies**, achieving productivity improvements while maintaining employee satisfaction.
- Contributed to the **redesign of Fuji Xerox's internal mobile app**, improving usability for mobile field staff worldwide.
- **Multiple customer service awards.**

Technical Services – Audio Engineer

I dedicated a year of my life to working as a freelance audio engineer – recording studio demos and mixing live bands. This remained a passion and a hobby of mine for many years to come.

Skills & Competencies

Technology

- Typing speed 100+ wpm, highly computer literate and efficient
- Demonstrated ability to quickly develop proficiency in a wide variety of software-based tools across various platforms
- Proficient with Microsoft Office (incl. Word, Excel, Outlook) and Microsoft Windows (incl. command prompt scripts, settings, troubleshooting)
- Proficient with business suites including Oracle, NetSuite and Salesforce
- Proficient with the Google platform, including Drive, Docs and Sheets
- Experienced with object-orientated programming languages (specifically Javascript)
- Familiar with web development (incl. html, Adobe Flash, hosting)
- Skilled in the diagnosis and repair of technical issues, both software and hardware based

General

- A passion to learn and develop by constantly taking on new challenges
- Extensive record of being reliable, responsible and independent
- Great communication and conflict resolution skills
- Fast learner and highly adaptable
- Proven analytical and critical thinking skills
- Established time management and organisational skills
- Self-disciplined and self-starter
- Proactively engages in collaboration and team building
- Results driven and very hard working

Academic Qualifications

2018-2019 Bootcamp – Full-Stack Web Development

Denver University, Denver (CO, USA)

2005-2006 Associates Degree – Communication Studies

JMC Academy, Sydney (NSW, Australia)

1999-2004 Higher School Certificate

St. Ignatius' College, Riverview (NSW, Australia)

Personal Life

A keen adventurer – I enjoy hiking, outdoor sports, concerts and travelling. Recent trips have included outdoor adventure holidays in Canada, Colorado, Utah, and the US West Coast, as well as a trip to visit the many museums and monuments of New York City and Washington D.C. Future plans are to explore Thailand and to hike to Everest Base Camp in Nepal.

Referees

Details available upon request.