

# ISABELLE GABOC

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## EDUCATION AND QUALIFICATIONS

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2017	<b>Fast Track Coding Bootcamp</b> CoderAcademy Melbourne, Australia
2011	<b>Bachelor of Business</b> Major in Accounting Monash University, Melbourne, Australia

## KEY TRANSFERABLE SKILLS

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- *Efficient in problem solving – able to conduct root cause analysis on process/system breaks*
- *Gather and document business requirements from a range of technical and non-technical stakeholders*
- *Solid Communication skills, both written and verbal to customers, peers and management*
- *Strong in data analysis and reporting – extensive experience in analysing large volumes of data and highlighting key information through the creation and maintenance of reports and dashboards tailored to the audience*
- *Proficient in Powerpoint and Keynote – confident in presenting to senior management and key stakeholders*

## INFORMATION TECHNOLOGY SKILLS

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- *MS Office including Excel, Powerpoint, Access*
- *Business Intelligence Packages including SAP Business Objects, Yellowfin, and Power BI*
- *SQL Server Management Studio*
- *Sharepoint*
- *Airwatch – Mobile Device Management, Application deployment, Content Management*

## CODING LANGUAGES / TECHNOLOGY STACKS

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- HTML/CSS
- SQL
- Ruby
- Ruby on Rails
- Javascript
- React JS
- Node JS
- MongoDB

## WORK HISTORY

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**Jun 2015 – Current**                      **Jetstar Airways, Melbourne Australia**

**Nov 2015 - Current**                      **Job Title: Operations Mobility Business Analyst**

**Key Responsibilities**

- Manage approximately 600 devices used by cabin crew for in-flight sales and operational reporting
- Stakeholder management – working with developers, third party contractors, and internal departments on maintaining and delivering key requirements
- Manage sales and operational data outputs from the cabin crew iPads
- Develop and automate reports using data visualization tools to track in-flight sales performance and other operational areas
- Gather and document business requirements relating to mobility application enhancements from internal business stakeholders
- Assist in system upgrades, crew communication relating to mobility devices, staged rollout plans, acceptance testing, and support

**Key Achievements**

- Worked with the project team in the delivery of a new system for in-flight point of sales and operational forms used by approximately 1600 cabin crew
- Delivered a reporting self-service tool to internal stakeholders relating to in-flight purchases and operational forms

**Jun 2015 – Nov 2015**                      **Job Title: Operations Analyst and Assistant EFB Administrator**

**Key Responsibilities**

- Support and maintain the EFB administrators function in the EFB Administrator's absence
- Develop and monitor trend analysis of key operational and business metrics that highlight operational issues, processes and the improvement of organizational efficiency within company and regulatory guidelines
- Responsible for providing official operational performance statistics to internal business units
- Assist in the management and delivery of a number of strategic projects within the Operations Departments

**Key Achievements**

- Defined and documented new processes for pilot damaged iPad claims
- Worked with the project team in the delivery of the upgrade to the existing EFB system

**April 2015**                                      **Travelled and relocated back to Australia**

**Mar 2014 – Feb 2015**                      **Apple, London UK**  
**Job Title: Claims Analyst (Contractor)**

**Key Responsibilities**

- Conducted root cause analysis to identify main causes behind payment discrepancies to distributors across Europe, Middle East, India and Africa
- Investigate rebate claims submitted by distributors and organize payments where applicable
- Partner with Sell Thru Capture, local business support and Business Intelligence teams to resolve problems identified during the investigation process and drive reporting improvements

- Provide ad-hoc analysis regarding status and results of the claims to Business Intelligence, GFSS, local business support teams, and senior management
- Assisting Business Intelligence team in adhoc testing on various IT projects

#### **Key Achievements**

- Created and defined processes surrounding investigations of claims submitted by distributors, including standardizing templates for distributor claim submission
- Developed a reporting tool to identify root cause of payment discrepancies, categorizing issues which lead to reporting improvements
- Lead multiple in-house training sessions for non-technical staff

**May 2013 – Feb 2014**

**CBRE, London UK**

**Job Title: Energy and Sustainability Analyst**

#### **Key Responsibilities**

- Monthly and ad hoc performance reporting on client property portfolios and analysis of cost and utility consumption
- Forecasting CAPEX for compliance and energy efficiency related projects
- Project performance reporting and benefits tracking against targets
- Conducting internal audits and reporting on outcomes to internal management
- Liaising and managing key stakeholders
- Client database management
- Prepare and support senior management in client presentations
- Coordinate and lead on-site client sustainability events

#### **Clients**

**Total of 107 sites across the following clients**

- Pfizer – EMEA portfolio
- State Street Corporation – EMEA portfolio
- American Express – Global Portfolio

#### **Key Achievements**

- Supported in securing long term client contract through a detailed analysis of historical energy savings to determine future strategies to be implemented in the portfolio
- Implementation of flexible data tracking systems on various accounts
- Review on waste management procedures in various sites in the UK, which led to reporting improvements, creation of KPI setting and waste strategy for 2014

**April 2013**

**Relocated to London**

**Jul 2011 – Apr 2013**

**CITIPower/POWERCOR, Melbourne Australia**

**Job Title: Data Analyst**

#### **Key Responsibilities**

- Analyse system processes and investigate breakdowns in data flows
- Identify potential process improvements and facilitate continual improvement in data management
- Conduct root cause analysis in breakdowns in information flows and rectify accordingly
- Testing on current processes and projects and provide the necessary feedback
- Subject Matter Expert (SME) in Powercor's internal data management system

#### **EMPLOYMENT REFEREES**

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References available upon request