

ISABELLE GABOC

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EDUCATION AND QUALIFICATIONS

2017	Fast Track Coding Bootcamp CoderAcademy Melbourne, Australia
2011	Bachelor of Business Major in Accounting Monash University, Melbourne, Australia
2006	VCE Overnewton Anglican Community College, Melbourne, Australia

KEY TRANSFERABLE SKILLS

- *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 and communicating them to DBA's and Software Developers*
- *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

- *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

- HTML5
- CSS3
- SQL
- Ruby

WORK HISTORY

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

References available upon request