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| EDUCATION AND QUALIFICATIONS | |
| 20172011 | Fast Track Coding Bootcamp  CoderAcademy  Melbourne, Australia  Bachelor of Business  Major in Accounting  Monash University, Melbourne, Australia |
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| 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* |
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| **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 |
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| **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

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| EMPLOYMENT REFEREES |

References available upon request