

**Bachelor of Arts (B.A.), Psychology** Feb 2009 – July 2012  
Massey University, New Zealand

Employment History:

**Insurance Australia Group**, New Zealand Oct 2014 - Jan 2019

**Customer Experience Design Lead** 11 months

Worked with cross-functional teams across IAG to design new and improved digital, phone and in-person service experiences.

- Led design discovery for a new online vehicle claim lodgement experience. Facilitated customer research, design sprint workshops, created a service design blueprint, identified risks, created design principles and presented to senior stakeholders.
- Designed a Customer Journey Map of IAG's Small-Med B2B sales process. Identified pain-points and moments of truth then presented solutions to Senior Leadership to address issues.
- Co-created internal staff coaching and call-quality resources for the Small-Medium Business leadership team, delivered training.

**Customer Insights Consultant** 1 year

Customer-feedback analyst role focused on analysing, interpreting and reporting on customer-feedback trends, issues and complaints.

- Called ~1200 customers after completion of NPS surveys. Identified pain-points, complaint trends and priority risk areas.
- Built customer pain-point tracking database using SharePoint.
- Participated in ~15 days of HCD Design Sprints.

**Senior Insurance Claims Manager** 8 months

Account management role responsible for portfolio of ~50 complex insurance claims, ad-hoc complaints, mentoring and coaching.

- Successfully managed technical, complex and large claims and complaints within my delegated authority of \$50,000 NZD.
- Implemented a new SharePoint team site to improve Senior Claims Manager team collaboration and documentation.

**Insurance Claims Manager** 2 years

Responsible for ~200 personal property and motor claims.

- Effectively resolved inbound enquiries for new existing claims.
- Proactively implemented improvements to documentation, claim settlement and payment authority processes.

**St John Ambulance**, New Zealand Sept 2012 - Aug 2014

**Emergency Medical Call Handler** 2 years

Responsible for phone-based medical triage and ambulance dispatch for urgent and non-urgent events and emergencies.

- Resolved ~200 emergency and routine 111 phone-calls per shift.
- Timely, empathetic decision-making in high-pressure situations.

Skills and Capabilities:

- Able to work autonomously and proactively while asking for guidance if and when required
- Lateral thinker with experience solving ambiguous problems
- Comfortable with workshop facilitation, planning and delivery
- Proactive at identifying and implementing creative solutions
- Strong commercial understanding developed through academic study and work experience
- Experienced with user experience processes, methodology and tools
- Familiar with modern design approaches including design systems
- Knowledge of semantic HTML and modern, responsive CSS
- Strong communicator with experience building deep rapport with customers and colleagues
- Experienced working alongside and with customer research teams
- Strong knowledge of NPS customer satisfaction methodology
- Comfortable working with a wide variety of stakeholders

Achievements and Awards:

- FreeCodeCamp Visual Web Design Certificate (2019).
- Launched CharacterCounter on Product Hunt, 102 upvotes.
- Customer-First Award Recipient, IAG NZ (2017). Award given for customer advocacy in 500-person department.
- Regular internal IAG awards for innovation, leadership and teamwork.
- Founding Executive Committee, Corporate Toastmasters Club (3-Mo), Executive Committee, Community Toastmasters Club (15-Mo).
- Lead contributor to 'How to Build a Career in Tech' by Product Hunt