

RESUME OBJECTIVE:

Seeking a role as a **Project Manager** or **Business Analyst** in the technology or finance industry. With a wide set of transferable skills, I'm eager to thoughtfully, creatively solve your tough business challenges.

SKILLS & CAPABILITIES:

- **Project Management & Delivery:** Strong ability to effectively prioritise, plan and deliver within business needs and constraints. This capability was a key aspect of my success both while managing insurance claim repairs and through later roles operating in Scrum and Project Delivery teams.
- **Communication & Team Collaboration:** Effective written and verbal communicator with a proven ability to maintain positive relationships with colleagues, stakeholders, clients and customers.
- **Process Mapping & Data Analysis:** Familiar with a range of process mapping, user journey, and service blueprint design methodologies. Able to use this knowledge to identify areas that require further exploration, data gathering and analysis. Mid-level Excel capabilities in data analysis and reporting.
- **Passion For Technology, Design & Software:** Passionate about Technology, Design & Product Development. Familiar with modern UX/UI Design, Design Systems, Software Design and tools.
- **Technically Literate:** Familiar with the Software Development Life Cycle (SDLC); aware of the critical principles of web development and the differences between mobile, web and cloud development.
- **Problem Solving & Critical-thinking:** Able to work autonomously and proactively on ambiguous, challenging problems. Comfortable asking for help and direction as required.
- **Attitude & Work Approach:** Eager to continue learning, growing and sharing knowledge. I strive to be humble, kind and patient at all times and deeply enjoy building trust with colleagues and teammates.

EMPLOYMENT HISTORY:

Insurance Australia Group, New Zealand Oct 2014 - Jan 2019

- **Customer Experience Design Lead** 11 months
Project Delivery role focused on project management, process mapping, analysis, and process design. This role relied on cross-functional team collaboration to achieve results.
- **Customer Insights Consultant** 1 year
User-research analyst role focused on IAG's newly implemented customer satisfaction survey platform. Priorities including data analysis, interpretation, trends and reporting.
- **Senior Insurance Claims Manager** 8 months
Account management role project managing an ongoing portfolio of ~50 complex claims, and mentoring and coaching.
- **Insurance Claims Manager** 2 years
Account management role managing a portfolio of ~200 claims.

St John Ambulance, New Zealand Sept 2012 - Aug 2014

- **Emergency Medical Call Handler** 2 years
Emergency Medical dispatcher responsible for phone-based medical triage and emergency ambulance dispatches.

EDUCATION:

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

ACHIEVEMENTS & AWARDS:

- FreeCodeCamp Visual Web Design Certificate (2019).
- Customer-First Award Recipient, IAG NZ (2017). Award given for leadership in customer advocacy in a 500-person department.
- Regular internal IAG awards for collaboration, innovation, leadership and teamwork.
- Founding Executive Committee, Corporate Toastmasters Club (3-Mo), Executive Committee, Community Toastmasters Club (15-Mo). Regular meeting leader.