# Jason Crabtree

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## Education:

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

## Employment History:

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

### Customer Experience Design Lead  11 months
Project delivery role in which I worked with cross-functional teams across IAG  to design new and improved customer experiences.
- Led a project creating a service design blueprint of the car repair process — identified guiding design principles for the future development of a new online claim lodgement experience.
- Created a customer journey map of the sales process for IAG's Small-Medium Business division, identifying pain-points, moments of truth and potential solutions to improve the overall experience.
- Co-created new and updated coaching and call-quality review resources for the Small-Medium Business division leadership team.

### Customer Insights Consultant 1 year
Customer-feedback role focused on analysing, interpreting and reporting on customer-feedback trends, issues and complaints.
- Called ~1200 customers after completion of NPS surveys. Identified pain point and complaint trends and recommended solutions.
- Contributed updates to website claim form to align with brand voice.
- Delivered weekly NPS reporting insights for Senior Leadership Team.

### Senior Insurance Claims Manager 8 months
Responsible for managing a rotating portfolio of ~50 complex and large insurance claims, ad-hoc complaints and mentoring and coaching.
- Successfully managed technical, complex and complaint claims within my delegated payment authority of $50,000.00
- Built strong and positive relationships with customers.
- Provided coaching and mentoring to team of ~10 Claims Managers.
- Implemented a new SharePoint team site to improve Senior Claims Manager team collaboration and documentation.

### Insurance Claims Manager 2 years
Responsible for managing a rotating portfolio of ~200 small-medium personal property insurance claims.
- Effectively resolved inbound phone-calls and emails for new and ongoing insurance claims assigned to myself and peers while also managing my personally assigned portfolio of claims.
- Proactively implemented improvements to process documentation, claim settlement processes and payment authority procedures. Supported peers with workflow and overall efficiency mentoring.

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

### Emergency Medical Call Handler 2 years
As an Emergency Medical handler, I was responsible for phone-based medical triage and emergency ambulance dispatches.
- Resolved ~200 emergency and routine '111' phone-calls per shift.
- Timely and empathetic decision-making in high-pressure situations.

## Skills & Capabilities:

- Effective written and verbal communicator.
- Comfortable working with a wide variety of stakeholders, including executive & senior leadership.
- Demonstrated ability to maintain positive relationships with customers.
- Ability to work autonomously and proactively, asking for help and direction when necessary.
- Extensive complaint resolution & management experience.
- Demonstrated experience in coaching and mentoring.
- Lateral thinker with experience solving ambiguous problems.
- Proactive problem-solver with experience identifying and implementing improvements.
- Passionate about technology, development & design
- Strong commercial understanding developed through tertiary and professional study and work experience.
- Experienced with NPS methodology & analysis.
- Basic capability with HTML, CSS, & Javascript.
- Basic digital design capability.

## Achievements:

- 2017 Customer First Award Recipient, IAG NZ. Top award for customer centricity the 500-person department.
- Regular internal award recipient for innovation, culture, leadership and teamwork.
- Founding Executive Committee Member, Corporate Toastmasters Club (3 Months), Executive Committee Member, Community Club (15 Months).
- Lead contributor on Product Hunt's 'How to Build a Career in Tech' eBook.

**Visa Status: British, Irish & New Zealand Citizen**

References available on request