

Education:

Bachelor of Arts (B.A.), Psychology

Feb 2009 – July 2012
Massey University, NZ

General Insurance Certificate IV

August 2015 – August
2016
ANZIIF, Remote

Achievements:

Lead contributor to
Product Hunt's 'How to
Build a Career in Tech'
eBook.

'Customer First' Annual
Award Winner, IAG NZ
2017.

Consistently received
internal awards for
culture, leadership,
innovation and teamwork.

Founding Leadership
Committee, IAG
Toastmasters 2017.

Leadership Committee,
Community Toastmasters.

'Hacker's Choice' Award
GovHack 2017 NZ.

Product Hunt 2017
Hackathon participant:
<https://dogoodworklist.com/>

Product Hunt 2018
Makers Festival:
<https://glycemic.online/>

Employment History:

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

Customer Experience Design Lead 11 months

- Project role leading design discovery, research and testing. After discovery, collaborated to deliver solutions to meet customer & business needs.

Customer Insights Consultant 1 year

- Customer-feedback role. Responsible for NPS (Net Promoter-Score) reporting and NPS follow-up interviews with detractor, passive and promoter customers.
- Provided subject-matter-expertise support to collaborative projects.

Senior Claims Manager 8 months

- Effectively and empathetically managed a complex domestic claim portfolio.
- Prioritised building strong, effective relationships with customers who had experienced significant, life-changing claim events.
- Provided coaching and support to a team of ~10 Case Managers.

Claims Manager 2 years one month

- Effectively managed an ongoing portfolio of ~200 domestic insurance claims from initial lodgement to payment and resolution.
- Proactively implemented improvements to process documentation, claim settlement processes and Case Manager payment authority procedures.

Backpacking in the UK and Western Europe *Feb 2018 - August 2018*

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

Emergency Medical Call Handler 2 years

- Triage and arranged emergency ambulance dispatches. Resolved ~150 calls per shift with timely, empathetic decision-making in high-pressure situations.

Skills & Capabilities:

- Proven ability to effectively deliver results in challenging time-constraints.
- Demonstrated experience in maintaining effective relationships with customers.
- Extensive complaint management and resolution experience.
- Demonstrated experience in coaching and training.
- Effective communicator across phone, email and in person.
- Comfortable working with a variety of stakeholders, including senior leadership.
- Lateral problem solver with experience working on undefined problems.
- Able to work autonomously and proactively, asking for help as required.
- Proactive problem solver experienced in identifying & delivering solutions.
- Comfortable with working in ambiguous, quickly changing environments.
- Strong commercial acumen developed via tertiary and professional study.
- Experienced with NPS survey methods, reporting and analysis.