

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

Strategic project delivery role in which I worked with cross-functional teams across IAG to design new and improved customer outcomes.

- Led a 6-person project creating a service design blueprint for online vehicle claim submission — identified guiding design principles for the future development of a new repairer selection 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 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 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

Account management role with an ongoing portfolio of ~50 complex and large insurance claims, ad-hoc complaints, 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 large claim 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

Account management role with an ongoing portfolio of ~200 small-medium personal property and motor insurance claims.

- Effectively and efficiently resolved inbound phone-calls and emails for new and ongoing insurance claims assigned to myself and peers while 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, verbal and presentational communicator
- Comfortable working with a wide variety of stakeholders, including executive & senior leadership
- Demonstrated ability to maintain positive relationships with customers and colleagues
- Able to work autonomously and proactively, asking for help and direction when necessary
- Extensive complaint resolution & issue-management experience
- Demonstrated experience in coaching and mentoring
- Lateral thinker with experience solving ambiguous problems
- Proactive problem-solver with experience identifying and implementing solutions
- Passionate about technology, design & product development
- Strong commercial understanding developed through tertiary and professional study and work experience
- Experienced with customer research & NPS analysis
- Basic capability with HTML, CSS
- Basic digital design capability

Achievements:

- 2017 Customer First Award Recipient, IAG NZ. Top award given for customer advocacy in a 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