

## 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

- Design role leading project 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.
- Provided subject-matter-expertise support to collaborative projects.

### **Senior Case Manager** 8 months

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

### **Case Manager** 2 years one month

- Effectively managed an ongoing portfolio of 200 domestic insurance claims through to settlement.
- Implemented improvements to process documentation, claim settlement and Case Manager payment authority.

**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.