

JAMES BANNISTER

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PROFESSIONAL SUMMARY

A self-driven individual who is always hungry for a challenge. I have a history in a range of different industries and have worked with an array of different technologies within these. I have a track record of success within each of these jobs and am always looking for ways to improve both myself and the job at hand. I have a strong background with technology, including a degree in Information Systems and e-Commerce, which I have used to build upon my extensive experience in customer service. This has given me the ability to be an effective team member and leader, and a driver for continuous improvement related to technology and the delivery of first class experiences.

EXPERIENCE

ConnX • Brisbane, Australia • January 2017 - Current

ConnX is a software company producing a modular eHR system that is used to manage the entire employee life cycle.

Technical Business Analyst

Working as part of the Product & Development team, I work with both internal and external stakeholders on bugs, customisations, enhancements, and support. A typical day for me might include:

- Creating and managing Jira tickets for bugs and stories
- Reviewing, documenting, and creating client customisations to the system (e.g UI changes, custom reports, database views, export interfaces)
- Solely providing third-level support to our clients and our internal helpdesk team

News Corp Australia • Brisbane, Australia • September 2016 - January 2016 (fixed term contract)

News Corp Australia is one of Australia's largest media companies, employing more than 8,000 staff nationwide and approximately 3,000 journalists.

Real Time Analyst

Working as part of the Workforce Planning Team, I am solely responsible for the Direct Sales team in Queensland - comprised of around 40-50 staff. I manage all intraday processes to achieve the optimum service levels, maximise efficiencies and occupancy rates. This involves the real time monitoring of call centre staff ensuring adherence to their schedules, on the day schedule changes and management of daily exceptions.

Freelance Web Design & Development • New Zealand & Australia • 2013 - Present

Hobby turned part time profession. Working on both personal projects and client projects through referrals.

Web Developer and Server Administrator

I specialise in PHP development, predominantly using MVC frameworks like Laravel, and am familiar using a wide range of technologies and platforms.

In my personal time I will usually have a few projects on the go; the biggest of which is [FiveRP](#); an online mod and gamemode for Grand Theft Auto V. Rolling Stone recently [wrote an article about this](#). The project has seen me build a full web application from the ground up, solo, write a full API to hook in to the game, and consume numerous APIs to provide a more realistic element to the game and improve the web application. Outside of the web application, development takes a collaborative approach, using agile methodologies, and utilises numerous technologies.

All of this supports over 50,000 users, with over 500 new signups every day.

Other personal projects include:

- A live Facebook reaction counter built in Vue
- Year in Review app, a visualisation of statistics on how teams and individuals performed over a year; using Chart.js to display this visually
- Reminder app, simply tell it when to remind you and it will send you an email at that time (calculates timezones to work for everyone, anywhere in the world)
- Smart Mirror application to display time, weather, and scrolling news feed; allows you to get ready by seeing all the information you need in the morning along with your reflection
- Slack Bot integration to provide daily updates on site and user statistics
- Laravel and Vue real time search application; updates a list of users as you type
- Laravel weather app, detects location from IP and provides weather forecast, allows for location and day to be optionally provided and then uses that for the forecast

From a professional perspective, I have done work for 4 companies/clients which has ranged from setting them up on a CMS, configuring e-Commerce solutions, and also building a custom website from scratch.

Trade Me • Wellington, New Zealand • February 2014 - September 2016

The eBay of New Zealand, handling half of New Zealand's daily internet traffic, and an NZX Top 50 company.

Team Leader

I led one of four teams in the Customer Support division where I was responsible for making sure Trade Me's 3.7 million customers receive outstanding, world class customer support, 24/7, 365 days of the year.

I was also solely responsible for data and analytics inside my business unit, which is used for a wide range of forecasting, decision making, resource planning, impact analysis and project work.

Key duties of this role included:

- Meeting customer satisfaction benchmarks
- Developing customer service strategy
- Coaching and development
- Managing internal relationships with other parts of the business to ensure everyone is always up-to-speed with the fast paced environment we work in
- Team management and engagement
- Producing reports that require data & analytics, or statistical interpretation, for internal and external stakeholders

Ticketek • Wellington, New Zealand • August 2012 - January 2014

The largest of three New Zealand ticketing agencies, dominating the Wellington ticketing market, which hosts a range of venues and the companies national contact centre.

Lead Supervisor

I was responsible for numerous activities relating to the provision of customer service; including leading and coordination of staff and other supervisors at both events and a call centre, agency support and troubleshooting, customer service, and dispatch of tickets and documents to customers.

EDUCATION

BACHELOR OF COMMERCE

Victoria University of Wellington • Wellington, New Zealand • 2014 • 6.5 GPA

Victoria University of Wellington is ranked number one in New Zealand, and is ranked 229th equal internationally. I majored in Information Systems and e-Commerce, achieving an A-/A average across my majors, and a B+/A- average for my degree overall.

ACHIEVEMENTS & AWARDS

Trade Me

- The Leadership Kev 2015
- CS Superstar New Starter (finalist) 2014

Victoria University of Wellington

- 1st Place - Deloitte VUW Business Case Competition 2014

Napier Boys' High School

- Prefect and House Captain 2011
- Storkey Award for Citizenship (scholarship) 2011
- Ken Spillar Cup for Active Community Service 2010
- Storkey Award for General Excellence 2008

SKILLS

Team Leadership ▪ Customer Service ▪ Web Architecture & Development ▪ Server & System Management ▪ Data & Analytics ▪ Microsoft Office ▪ Stakeholder Management
▪ Agile experience