

James Harper

CONTACT



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Brisbane, Australia



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EXPERTISE

- Strong problem-solving acumen
- Excellent communicator
- Requirements elicitation
- Minimising scope creep
- Team leadership
- High attention to detail

EDUCATION & AWARDS

Bachelor of I.T.

Queensland University of
Technology

2020-2023 (GPA 6.1)

ITIL v4 Foundations

PeopleCert

2023

Dean's Honour List 2022

Golden Key Recipient

SUMMARY

I am a results-driven, meticulous analyst with a strong foundation in I.T. and several years experience with project and team management.

I am able to quickly analyse complex problems, identify opportunities, and develop effective strategies to enhance operational efficiency. Some of my skills include data analysis, requirement gathering, and solution design; leveraging strong communication and interpersonal skills to build productive relationships with stakeholders.

I believe my skills, experience, and leadership abilities can drive positive results and contribute to the success of your organisation.

CAREER EXPERIENCES

Solutions Analyst Team Leader

PCYC QLD | July 2023 – Current

Working with PCYC I am leading a team of diversely skilled solutions analysts to maintain and advance the I.T. ecosystem of the organisation, managing major incidents and key projects within weeks of assuming my role.

- Managing & developing employee skills and confidence
- Prioritisation, delegation, and support of key business tasks
- Incident, project and BAU management

Solutions Analyst

DOMAIN GROUP | August 2021 – July 2023

Working for Domain, I have helped deliver several critical solutions and improvement initiatives, while building great professional relationships. I also acted in a Solution Architect role to cover my manager's paternity leave, which gave me a deeper insight into the I.T. architecture realm.

- Stakeholder engagement & requirements elicitation
- Process & solution documentation
- Project collaboration & management

Customer Support Consultant

DOMAIN GROUP | Mar 2017 – August 2021

In my support consultant role, I provided a high level of phone and email support for several high-profile real estate clients and front-end consumers. I also assisted in the improvement of various internal systems before being seconded into a solution analyst role in 2021 before transitioning to the role officially.

- Phone and email support for various internal and external stakeholders
- Systems and process improvements to support my team and improve user experience & efficiency