

# JUSTINA BOSCO

*I am an experienced CRM Champion and Reporting & Systems Specialist, looking for a permanent job.*

## Contact

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## Key Skills

- Handling large volumes of data
- Project Management
- CRM Implementation
- Power BI
- Data Analysis
- Microsoft 365 Administration
- Advanced Excel
- Call Centre Set up

## Education

Level 7

## References

### Sally Goyat

BSO Manager – MBIE

### John Micah

C&A Manager – MBIE

### Meg Pidgeon

Data Scientist – IRD

## Technical Experience

Google Suite, MS 365 Admin, MS

Office 365 apps, Dynamics 365,

Power BI, Klipfolio

## Work Experience

### ➤ **Senior Business Operations Advisor – MBIE**

April 2025 – Present

- Leading the Quality Management System (QMS) implementation
- Building a complete CRM Knowledge Base in SharePoint
- Manage and escalate CRM tickets
- Prepare monthly Power BI reports
- Actively participate in system training, enhancement testing, and Microsoft Wave release evaluations

### ➤ **Assurance & Monitoring Administrator – MBIE**

October 2023 – July 2024 & Jan 2025 – Present

- Admin support to the Assurance & Monitoring team of Regulatory Specialists
- Management of crucial inboxes, ensuring emails are answered on time and issues are resolved

### ➤ **Operations and Systems Specialist – 2B Connected, Christchurch**

October 2019 – October 2023

- The only IT person for the company handling all IT issues
- Troubleshoot and managed equipment and software
- Managed the Microsoft 365 licenses/Admin/Active Directory and Signatures for the company and all the employees
- Managed the company's CRM, database and SharePoint and improved it with time
- Lead CRM implementation thrice and managed all client owned software
- Created and managed campaigns including high level campaigns such as political party surveys
- Established procedures and processes for better operations
- Trained staff on how to use the software and system
- Data Analysis using Klipfolio and Power BI
- Prepared financial & client reports and created dashboards

## Other jobs

➤ **AsureQuality, Christchurch** - August 2024 – Jan 2025  
Programme Coordinator

➤ **U.S. Embassy, India** - June 2014 – August 2019  
Executive Assistant to Diplomats & Editorial Assistant for SPAN

➤ **Bharat Hotel Group Ltd, India** - May 2009 – June 2014  
Reservation Call Center Manager