

Professional Summary

I am a Shift Supervisor, currently enjoying the exciting work to enable member support and wellbeing with Sonder by providing outstanding services to customers and clients, utilising and developing innovative technology solutions, analytics and decisive processes. I enjoy generating new ideas and devising feasible, creative solutions by drawing on a wide and varied pool of experience to cultivate and maintain relationships. My focus surrounds business growth, supporting and maintaining current client relationships while seeking out and fostering new opportunities. My passion is IT, as I continue to learn and grow my capabilities in this field.

Skills

- Relationship Management
- Team leadership
- Deadline management
- Flexibility
- Data Analysis
- Agile/Lean Project Management
- Growth Mindset

Work History

SHIFT SUPERVISOR, 10/2022 - Current **Sonder**, Waterloo

- Respond to and resolved customer questions and concerns.
- Maintain Support Centre capabilities
- Support, guide and encourage Support Coordinator growth and learning
- Ensure Business values are maintained
- Collaborated with internal teams to streamline operations

PARTNERS MANAGER, 02/2022 - 10/2022 **Helio Restoration**

- Enhanced relationships with key service providers, vendors, and customers across Australia
- Communicated policy and procedure changes and project initiative updates to customers and stakeholders
- Defined and implemented service enhancements to improve customer experience and foster satisfaction through technology development and process excellence
- Partner with engineering team to develop and upscale Insurtech for enhanced capabilities
- Trained trade partners and internal staff in the use of new technology and provide ongoing support to troubleshoot issues, escalating to engineer team if unable to resolve during initial contact
- Performance Management against client KPI's and providing monthly/quarterly meetings with clients.

FRONTEND DEVELOPER INTERN, 12/2021 - 06/2022 **FoodZone.io**, Sydney, NSW

- ReactJs
- HTML

- CSS
- Tailwind
- Firebase
- Git

TRADE RELATIONSHIP MANAGER, 01/2019 - 02/2022

Helio Restoration

- Managed national trade panel including the onboarding of new trades and training/support of existing trades
- Contract negotiation for new and existing trade partners
- Managing projects across performance including cost reductions, implementation of new technologies and performance reviews
- Provided technical support on large loss projects.
- Worked with customers to understand needs and provide excellent service.

RESTORATION TECHNICIAN, 04/2016 - 01/2019

AJ Grant Group

- Managed construction restoration projects across multiple stakeholders
- Worked with insurance customers and providers to understand needs and provide appropriate services
- Maintained accurate records, site diaries and schedules
- Updated office files daily and kept records organised

POLICE OFFICER, 02/2009 - 02/2016

WA Police

- Engaged local community with open communication and collaborative approach to crime reduction
- Supported effective prosecutions by gathering evidence, documenting observations, and testifying in court
- Responded to wide-ranging calls and leveraged training to resolve situations
- Collected first-hand statements from victims, suspects, and witnesses
- Trained and mentored junior officers to share knowledge of techniques and improve performance
- Undertook community led policing initiatives in high-risk areas to support community welfare and concerns
- Traveled interstate to aid in high profile events such as the G20 summit
- Provided operation leadership in multi-agency incidents as a Land Search and Rescue Coordinator.

Education

Masters: Project Management

Charles Sturt University - Sydney, NSW, Expected in 01/2024

Graduate Certificate: Computing

Charles Sturt University - 2023

Graduate Certificate: Organisational Change

Charles Sturt University - NSW, 04/2021

Graduate Certificate: Business

University Of Wollongong - NSW, 12/2019

Diploma: Project Management

APM College Of Business & Communications - NSW, 08/2017

Diploma: Public Safety (Policing

WA Police Academy - WA, 10/2011

Additional Information

- AWARDS
- Certificate of Outstanding Performance - Presented by Assistant Commissioner Gary Budge APM - Jun 2014 - In recognition of dedication and commitment displayed in service to the community during the Parkerville/Stoneville Bushfire in January 2014.
- Letter of Appreciation - Presented by Queensland Premier Campbell Newman - 2014 - Letter of appreciation in relation to professional services during the Brisbane G20 World Leaders Summit.
- Certificate of Appreciation - Presented by WA Police Assistant and Deputy Commissioners - 2011 - Certificate of appreciation in relation to professional services during the Perth Commonwealth Heads of Government Meeting (CHOGM).
- Citizenship Award - Presented by The Shire of Mundaring Western Australia - 2009 - In recognition of dedicated service to the community.
- Bronze and Silver Duke of Edinburgh's International Awards
- 5 Year Service Medal - Department of Fire and Emergency Services WA WA Police Cadet Medal