

## EXPERIENCE

### Supervisor - Support Centre

Sonder | Sydney, Australia | 2022 - 2023

Experienced Supervisor with a proven track record of leading teams to provide exceptional support to members. Skilled in assessing critical situations and providing recommendations to enable the most effective care. A natural leader with a passion for developing and coaching team members to reach their full potential. Committed to delivering high-quality service and exceeding expectations.

- **Leadership:** Demonstrated ability to lead and inspire teams, setting a positive example for team members and fostering a collaborative work environment.
- **Problem Solving:** Skilled at assessing critical situations, identifying root causes, and providing effective recommendations to address challenges and improve processes.
- **Customer Service:** Committed to delivering high-quality service to members, consistently exceeding their expectations, and maintaining a strong focus on customer satisfaction.

### Partners Manager

Helio Restoration | Sydney, Australia | 2019 - 2022

During my 3+ years at Helio Restoration (General Insurance - Restoration and Disaster Recovery), I advanced through multiple roles, expanding my responsibilities and boosting various aspects of business operations. As a Partner Manager, I oversaw growth strategies, managed national supplier panels, trained contractors and partners, and supervised project, claim, and scope management. My proficiency in marketing and sales contributed to the growth and profitability of key account clients and suppliers.

- Growth strategy development and implementation
- Key account management
- National supplier panel management
- Contractor and partner onboarding/training
- Project, claim, and scope management

### Restoration Manager

AJ Grant Group | Sydney, Australia | 2016 -2019

As a Restoration Manager in the General Insurance industry, I specialised in project management of construction restoration projects, asset management of specialist insurable items, and disaster recovery response for fires and floods. With a keen eye for detail and a commitment to quality, I worked closely with clients to ensure their properties are restored to pre-loss condition. My expertise in disaster response and asset management allows me to mitigate damages and minimise loss, delivering the best possible outcomes for my clients.

- Project management
- Stakeholder management
- Scoping

### Police Officer

WA Police | Perth, Australia | 2009 -2016

As a former Police Officer with the WA Police, I have gained extensive experience in managing complex situations, investigations, emergency management, community engagement and taking operational control of multi-agency search and rescue operations as a Land Search and Rescue Coordinator. During my 7 years of service, I developed strong leadership and communication skills, along with the ability to adapt to rapidly changing environments. I am proud to have served my community as a Police Officer.

## SKILLS

### Business Operations

Project Management, Change Management, Problem Solving, Customer Experience

### Programming Languages

JavaScript (ES6), HTML, CSS,

### Libraries & Frameworks

React, Node, JSON

### Tools & Platforms

NPM, Git, Bash

### Design

Figma

## EDUCATION

### Front End Development/UI&UX

AcademyXi  
2023

### Masters - Project Management

Charles Sturt University  
Expected 2025

### Grad Cert - Computing

Charles Sturt University  
2024

### Grad Cert - Organisational Change

Charles Sturt University  
2021

### Grad Cert - Business

University of Wollongong  
2019

Diploma - Project Management  
2017

Diploma - Public Safety (Policing)

2011