


Luke Gunders

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People-oriented professional with a strong customer experience background coupled with analytical and process improvement skills, and exceptional problem-solving skills. A passion for Customer Journeys and improve Customer Experience.

- Strong Stakeholder engagement skills
- Communication skills
- Problem solving
- Team player
- Adaptable
- Fast Learner
- Leadership skills
- Analytical skills
- Exceptional time management skills
- Able to work to targets
- Attention to detail
- Project management skills

Experience

FEBRUARY 2018 - CURRENT

Change Analyst Lead / Origin Energy, Melbourne

Responsibilities

- Project MAR – Customer Journeys lead.

Documenting end-to-end customer journeys to ensure business readiness and support Origin's new role within the market.

- Assess all initiatives to ensure all customer touch points and business impacts are documented and worked through
- Providing the business recommendations on their strategic initiatives to ensure a positive customer experience
- Provide support to initiators of change to assist them in gaining endorsement through the Retail Activity Approval Forum and Frontline working groups
- Monitor potential issues with proposed changes are identified and mitigated prior to implementation
- Create training content to deliver a positive customer experience through Origin's retail departments
- Execute change management process effectively to ensure deadlines met

- Post implementation review of changes to ensure their effectiveness and success
 - Insights to support Continuous Improvement within Customer Service Methodology
 - Process mapping
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FEBRUARY 2016 - CURRENT

Quality Analyst / Origin Energy, Melbourne

Responsibilities

- Implemented and monitored the rollout of a new customer service methodology to improve life time customer value
- Monitor and support Origin's retail departments against Business and Industry requirements including:
 - Process adherence
 - Regulatory requirements
 - Customer service methodology
- Provide analysis to the business to Identify opportunities and strengthen customer experience
- Stakeholder engagement and ongoing support through insights and trends
- Data collection and reporting
- Customer Service and Customer Experience matter expert
- Insights to support Continuous Improvement within processes
- Insights to support Continuous Improvement within Customer Service Methodology
- Liaise with internal legal and compliance teams to ensure business compliance is met

AUGUST 2014 – JANUARY 2016

Customer Care / Origin Energy, Melbourne

Overview

During my time I have received multiple awards for my performance including the monthly Red Balloon award and monthly town hall nomination. I was given the opportunity to assist my fellow colleagues through the PAL program and provide hands on coaching experience through double jacking and ongoing training and coaching.

- First point of contact for our customers
- Resolving billing issues
- Maintain process accuracy
- KPI
- PAL – Peer assisted learning and ongoing support
- Meeting business standards towards customer service
- Continuous up skilling

June 2013 – July 2014

Telstra Melbourne/ Sales and Business matter expert

Responsibilities

- Customer Service
- Sales
- Up selling
- Re-Stocking Shelves
- Cash Handling/Balancing
- Staff Supervision
- Able to work to targets
- Staff training

Education

2007

Senior Certificate / Warwick, Qld

Undergoing a Bachelor of Laws / University of New England,
NSW

Currently undergoing a Bachelor of Laws.

Interests

Fitness enthusiast, music, travel, cuisine exploration, Surfing, tennis, horse riding, languages, sport