

Thu Van Luu

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KEY COMPETENCIES

- Prioritise and manage planning and tracking activities to enable program to meet objectives.
- Stakeholder Management
- Define and communicate stakeholder requirements.
- Assess the effectiveness of proposed solutions against requirements including the identification any associated risks

QUALIFICATIONS

Bootcamp Coding

- This is a 6mth course designed to enable students gain proficiency as a full stack web developer.
- Coding languages include HTML, CSS and Javascript

WORK & LEADERSHIP EXPERIENCE

Senior Business Analyst Dec

Retail and Wealth | Enterprise Services | Commonwealth Bank of Australia

2015 - Present

Sydney, NSW

Key Responsibilities:

- Facilitated stakeholder elicitation workshops to develop high level business requirements
- Delivered key artefacts such as process flows and use cases, to support the communication of changes to front line staff.
- Home Buying SME for home loan systems and processes
- Co-ordinated with third party vendor to ensure delivery within project timelines.

Achievements:

- Collaborated with external vendors to develop a simplified Home Loan Application tool which resulted in an increase in efficiency for front line Lenders.
- Successful delivery of Digital Property Settlements framework which allowed the business to complete settlement electronically.
- Assisted in the implementation and rollout of Serviceability Calculator to Lenders and Retail Credit.
- Introduced the BA Guild CI initiative to enable BA capability uplift.
- Performed technical analysis of CHL to ensure LFE was like for like in terms of capability.

Senior Test Analyst

Consumer Lending | Enterprise Testing and Assurance | Commonwealth Bank of Australia

May 2008 – Dec 2015

Sydney, NSW

Key Responsibilities:

- Management of high and medium risk defects that have an impact to delivery timelines.
- Delivered key artefacts such as Test Plans and Requirements traceability matrix
- Designed a thorough end to end suite of test cases to enable regression.

Achievements:

- Assisted in delivery of launching Third Party originated applications onto CommSee CHL platform to maintain consistency across the bank.
- Test Lead for various projects including LMI/LDP Credits, VAS Upgrade and Everyday Offset.

Team Leader

Home Loans | Group Lending Services | Commonwealth Bank of Australia

August 2001 – May 2008

Sydney, NSW

The responsibilities and achievements have been achieved from various roles held within GLS.

Key Responsibilities:

- Led a team of Lending Officers to certify home loan files to ensure compliance and readiness for settlement or funding
- Coaching of all team members to uplift capability
- Led a team in Credit Variations to provide credit decisions relating to Partial discharges, substitutions and Consents.

Achievements:

- Successfully piloted and built a credit variations process as part of the new Discharges strategy.
- Successful integration of Management Tool Kit to enable tracking of team efficiency.
- Led and supported team members through the alignment of Lending Cell activities to Group Lending Services.

References

Provided on request.