

Nishant Dougall

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Profile

I am a Diploma of Community Services graduate with a finance and project management background.

I have eight years of experience in customer service roles, mainly in the finance sector, but I transitioned to community services because I am deeply passionate about social justice and want to work for organisations trying to end community disadvantage, particularly homelessness.

I am a hardworking Capricorn with excellent problem-solving skills, sound personal judgment, and the ability to work effectively independently.

I am a skilled and safe driver with 11 months of work experience driving light commercial vehicles.

I have extensive lived experience as a queer, neurodiverse, gender-diverse person of colour. I excel in roles requiring strong interpersonal skills and communicating respectfully and effectively with people from all walks of life.

Key Skills

- Excellent communication skills, both verbal and written.
- Proficient in driving various types of vehicles, including cars, vans, and mini-buses
- Skilled in handling different driving conditions, such as inclement weather, heavy traffic, or long distances
- Ability to self-motivate and work independently and collaboratively as a productive team member.
- Reliable and punctual, with excellent time-management and organisational skills
- Flexible and adaptable, able to work different shifts, routes, or assignments as needed

Volunteer Experience

Community Support Worker

Nov 2022 - Present

Diamond Valley Community Support, Greensborough, VIC

- I am providing emergency aid and advocacy services to individuals in crisis.
- I deliver friendly, non-judgmental, empathetic, and compassionate support and assess and evaluate clients' needs and develop an appropriate support response
- To date, I have conducted over 400 interviews.

Rainbow Connection COVID19 Volunteer

May 2020 - Dec 2020

Thorne Harbour Health, South Yarra, VIC

- I delivered food support and an opportunity to maintain a meaningful connection to the community of socially isolated and immunocompromised LGBTIQ+.
- I managed client visits by phoning them in advance to confirm delivery arrangements.
- Our team delivered over 2000 packages to Positive Living Centre clients during the pandemic

Sex On Premise Venue (SOPV) Outreach Worker

Dec 2018 - Dec 2019

Thorne Harbour Health, Melbourne, VIC

- I supported clients at SOPVs, allowing them to ask questions about sexual health, HIV, & other health topics & find connections to relevant health services.

Work Experience

Intern - Refugee and Migrant Practice Team

Mar 2024 - present

Headspace

- I am working on a head office project on improving Headspace's services for international students aged 18-25.
- I will conduct focus groups, analyse relevant research, and engage internal and external stakeholders to develop new resources for Headspace's app and website to support students struggling with mental health.

Driver / Tour Manager

Jan 2017 - Nov 2017

Show-Off Recordings

- Responsible for the safe and timely transporting of indie band Fazerdaze and their equipment
- Drove the musicians and their gear thousands of kilometres across Europe to fourteen gigs in various light commercial vehicles and various driving conditions across seven countries.

Senior Business Analyst

Jan 2016 - Jan 2017

Coutts & Co, London, VIC

- Lead Analyst on regulatory compliance project.
- I successfully established effective collaborations with stakeholders and external organizations.

Business Analyst

Jan 2014 - Dec 2015

Independent Television News (ITN), London, VIC

- I was the lead analyst on a tech project in ITN's Finance dept and was responsible for creating and managing staff training & project comms.
- I supported the project manager in successfully implementing a new accounting software package.

Project Analyst

Dec 2010 - Dec 2013

National Australia Bank (NAB), Melbourne, VIC

- I identified and documented requirements for a new centralised process on a significant transformational change program.
- I was responsible for designing the solution, drafting the appropriate documents and record keeping as per NAB's policies and procedures regarding project delivery.

Business Banker – Graduate Program

Jan 2009 - Nov 2010

National Australia Bank (NAB), Melbourne, VIC

- I supported my manager in managing a portfolio of 100 small business clients in the Carlton, most with approximately \$2 million in borrowings.

Education

Diploma of Community Services	Melbourne Polytechnic	2024
Master of Finance	Monash University	2008
Bachelor of Business (Marketing)	Queensland University of Tech	2005

Licences & Certifications

Working With Children Check	Victorian State Government	2023
First Aid	St John Ambulance Australia	2023
Mental Health First Aid	Mental Health First Aid Australia	2021
SMART Recovery Facilitator	SMART Recovery Australia	2018
Victorian Driver's Licence	VicRoads	2006