

Resume

Nishant Dougall

M: 0412 202 666 | E: nishantdougall@gmail.com

Summary

With a background in finance and a genuine passion for addressing financial exclusion, I bring a unique skillset as an experienced community services professional. My diverse lived experiences as a neuro-diverse, gender-diverse person of colour have been instrumental in my ability to communicate respectfully and effectively with people from all backgrounds. My strengths lie in my ability to provide person-led, strengths-based support and my creative problem-solving skills. I have over four years' experience supporting vulnerable clients from diverse backgrounds with complex needs and over eight years of experience in the banking sector. Driven by an unwavering dedication to social justice, I am passionate about utilising my banking expertise and skill set to uplift and empower vulnerable and marginalised individuals within our community.

Key Skills

- Subject matter expertise in: budgeting, loan applications, loan administration, financial literacy, and regulatory compliance
- Excellent interpersonal skills
- Providing person-led, strengths-based, client-centred support
- Trauma-informed
- Experience working with people from diverse cultural and faith backgrounds
- Excellent written and verbal communication
- Creative problem-solving
- Ability to multitask in busy, fast-paced environments
- Providing timely administrative assistance and organisational skills
- Proficient in Microsoft Office Suite and client management databases

Work Experience

headspace | Internship - Refugee and Migrant Practice Team | Apr 2024 - current

- Conducted focus groups with twenty former international students and young people from diverse cultural backgrounds to understand their needs for resources and support.
- Coded participant responses and completed a detailed thematic analysis to draft a fifty page research findings report.
- Findings will inform the design and content of new culturally sensitive and culturally appropriate resources to be delivered nationally in 2025.

Diamond Valley Community Support | Community Support Worker | Nov 2022-2024

- Provided friendly, non-judgmental, empathetic, and compassionate support to individuals in crisis in the form of emergency relief, material aid, and advocacy services.
- Conducted over 400 interviews with vulnerable clients with complex needs to develop appropriate support responses and provide appropriate internal and external referrals, including to financial counsellors and NILS providers in Banyule and Nillumbik.

Thorne Harbour Health | Aug 2018 - Dec 2021

- **COVID19 Food Delivery Volunteer** (Jun 2020 - Dec 2021): Delivered over 2000 food packages to socially isolated and immunocompromised LGBTIQ+ clients during the pandemic.
- **Sex on Premise Venue Outreach Volunteer** (Dec 2018 - Dec 2019): Provided support to clients at sex-on-premises venues, answering questions about sexual health, HIV, mental health, and substance use, and suggesting appropriate referrals.
- **Re-Wired v2.0 Peer Support Facilitator** (Aug 2018 - Jan 2019): Facilitated fortnightly SMART Recovery meetings, utilising lived experience to assist clients with substance use and covering topics such as harm reduction, lapses & relapses, sleep, nutrition, HIV, sex, mental health & mindfulness.

Royal Bank of Scotland | Senior Business Analyst | Jan 2016 - Dec 2019

- Lead analyst on an ethics and regulatory compliance project on tax evasion and tax avoidance,
- Successfully established relationships and collaborations with senior stakeholders across the RBS Group as well as external organisations.

Independent Television News (ITN) | Business Analyst | Jan 2014 - Dec 2015

- Lead analyst on a tech project delivering new accounting software, creating staff training and communications for ITN's Finance dept.
- Supported project manager in implementing new accounting software.

National Australia Bank | Project Analyst | Dec 2010 - Dec 2013

- Documented requirements for a new lending process.
- Designed solutions and drafted documents.

National Australia Bank | Business Banker | Jan 2009 - Nov 2010

- Managed a portfolio of 100 small business clients in Carlton with \$2 million in borrowings, providing financial advice and lending products.
- Completed 100+ loan applications and supported clients with all aspects of loan administration, including product eligibility checking, preparation of supporting documentation, submitting applications to credit managers, execution of loan documentation and funds distribution.

Qualifications and Certifications

- Diploma of Community Services | Melbourne Polytechnic | 2024
- Master of Finance | Monash University | 2008
- Bachelor of Business (Marketing) | Queensland Uni of Technology | 2005
- 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