**NISHANT DOUGALL**

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Summary

I am a Diploma of Community Services graduate with significant lived experience as a queer, neuro-diverse, gender-diverse person of colour.

I have ten years of experience in customer service and project management in the banking industry.

I have a deep understanding of intersectionality and the importance of cultural humility. I am passionate about social injustices and keen to work for organisations affecting meaningful change.

I am empathic, a quick learner and an excellent listener. I excel in roles requiring compassion, strong interpersonal skills, and creative problem-solving.

I can and will always go the extra mile for clients.

Qualifications

**Melbourne Polytechnic**, Diploma of Community Services, 2022

**Mental Health First Aid Australia**, Mental Health First Aid certificate, 2021

**SMART Recovery Australia**, Peer Support Group Facilitator certificate, 2019

**Monash University,** Master of Professional Accounting, 2008

**Queensland University of Technology,** Bachelor of Business (Marketing), 2005

Volunteering Experience

**Diamond Valley Community Support** Melbourne

They provide emergency relief, advocacy and referral services to the people of Banyule and Nillumbik.

Community Support Worker 2022-current

* Supporting vulnerable clients experiencing hardship and disadvantage with food and material aid, information on community supports, internal and external referrals and advocacy
* Thus far, I have conducted 100+ client interviews/assessments of clients’ situations and matching to support options that best address their immediate needs and underlying reasons for seeking assistance.

**Thorne Harbour Health** Melbourne

Serving the needs of our LGBTIQ+ communities to ensure all individuals can participate fully in society.

Community Support Worker 2020-2021

* I have supported members of the LGBTI community experiencing depression, loneliness, isolation, and problems with safely accessing adequate nutritious food.
* Tasks that clients need support with include driving to medical and legal appointments, food shopping, food deliveries

Peer Support Group Facilitator 2019-2020

* therapeutic program for queer men who want are interested in working on skills and strategies to change substance use
* Based on the SMART Recovery framework centred on harm minimisation,
* Topics include relapse prevention, sleep, nutrition, HIV & sex, mental health and mindfulness

Outreach & Appreach Worker 2019-2020

* I attended sex-on-premise venues to allow the community to ask questions about sexual health, HIV, and other health topics and find connections to relevant health services.
* “Appreach ”provided similar support on sexual health during the pandemic via Grindr

Work Experience

**Coutts & Co** London

Private bank arm of Royal Bank of Scotland for clients with > £ 5 million in liquefiable assets.

Senior Business Analyst 2018-2019

* Lead analyst for initiation & requirements gathering phases of compliance project
* Detailed analysis of the bank’s processes to gauge where/when/how legislation impacts

Project Manager 2016-2017

* Lead the RBS Commercial workstream of ethics/compliance project about tax evasion & tax avoidance by clients and bank’s increased responsibilities to flag suspicious clients to tax authorities
* Management of all status reporting, risks & issues, & updates to senior Executive stakeholders

**Independent News Television (ITN)** London

A UK news & multimedia content company creating news broadcasts that reach 20 million people daily.

Business Analyst 2014-2015

* Lead analyst on technology project within the Finance department
* Created and managed all staff training content & project comms

**National Australia Bank (NAB)** Melbourne

One of the four largest financial institutions in Australia.

Project Analyst 2011-2014

* Gathering & defining requirements for new centralised processes on a large transformational change program
* Solution design & mapping of to-be process to be completed by centralised contact centre teams

Business Banker 2009-2010

* They were placed into this role as part of NAB’s Graduate Program, which started with 3000 applicants and established 18 successful graduates in positions throughout the bank based on their strengths.
* Managed portfolio of 100 small business clients in the Carlton, most with approx. $2mill in borrowings