**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