

Raymond Doan

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WORK EXPERIENCE

QBE Insurance

Feb 2018 – Aug 2019

Partnership Support Officer / Business Analyst – Financial Institutions

Sydney, NSW

- Increased customer retention rate to 95% for Australia's Big 4 Banking Institutions client by extracting and presenting risk assessment, historical and competitor analysis.
 - Developed analyses on all cancellations from 2018 to 2019, looking at customer feedback, revenue impact and impact on frontline staff.
- Assessed weekly and monthly performance results and prepared presentations to senior management by granular analysis of KPIs (sales, quotes, customer feedback) into distribution and broker network.
- Utilised Excel and PowerShell to compile 1.5 million+ renewal policies, which accounts for \$200M, into an easy-to-manage file management system.
- Achieved 85% in cost savings (\$4.5M) within remediation project by assisting in correctly identifying the affected policies and liaising with technical BAs and partnership managers for accuracy.
- Assisted in automated (through spreadsheets) regulatory IT requirements for compliance by facilitating a third-party audit and collating documented standards.

Venturetec Group

Jan 2017– Jun 2017

Associate Consultant

Sydney, NSW

- Increased 20% market share for Australia's Top 10 University client by developing the market and competitor analyses in the industry.
- Managed and increased company's target number of customer base by 10% over three months by developing a 1-year marketing strategy through digital marketing.
- Assisted in providing ongoing relations with World's Top 50 Fund Management client by facilitating workshops on lean start-up methodologies.
- Maintained up-to-date information by liaising with consultants and client as primary point of contact and practicing Agile and Scrum in 2-week sprints with the team.

Jellinbah Group

Nov 2015 – Feb 2016

Undergraduate Mining Engineer – Technical Services

Dysart, QLD

- Achieved 14% rehabilitation cost savings (\$3M) over five years by leading and cooperating with 3-member undergraduate engineering team to develop a financial analytics tool used in future rehabilitation projects.
- One of three undergraduate engineers selected to assist mechanical engineers in designing Australia's 1st mobile maintenance station, increasing maintenance efficiency by 20% and decreasing unit downtime by 30%.

EDUCATION

University of New South Wales

2012 – 2017

BEng (Mining) / BCom (Finance)

Sydney, NSW

- Selected as 3rd Place winning team out of 15 teams for 2016 UNSW DemoDay Competition based on innovation potential and entrepreneurship capabilities.
- Distinctions in courses relating to mine feasibility reports (MINE4250) and innovation & entrepreneurship (MGMT2010).
- 2016 Engineering Disruption Winner (UNSW Disruptor's Handbook), UNSW Young Entrepreneurs Society, Team Leader - MuSoc UNSW.

SKILLS & INTERESTS

- **Leadership:** 2018 GovHack Hackathon 1st Place Regional Winner (Greater Western Sydney), 2017 BESS x Optimised Ortho Hackathon 1st Place Winner, 2017 AT Kearney x YMCA Ideathon 1st Place Winner
- **Skills:** Strategic partnerships; revenue modeling & forecasting; retail partnerships, sales, & distribution; lead generation; account management; Excel / PPT (Both Intermediate Level); Power BI (Beginner Level)
- **Interests:** blockchain; coding/programming languages (SQL, Python), learning languages (Mandarin, Vietnamese); hiking; basketball; meeting new people