

SKILLS

- Excellent written and verbal communication skills
- Change management experience
- Incident Management
- Extensive customer service and problem-solving skills
- Experience Leading and Coaching a team
- Works well in a team environment

TECHNICAL SKILLS

- Web - HTML, CSS, JS, SQL
- REST APIs - Support & Implementation
- Mulesoft Anypoint Integration Platform
- Microsoft Office suite of applications (Access, Excel, OneDrive, Outlook, PowerPoint, Sharepoint, Teams, Word, Yammer)
- Atlassian suite of applications (Confluence, Jira, JiraSM, StatusPage, Trello)
- Postman API Platform
- Intermediate Networking knowledge
- Microsoft Entra

PROFILE

With over 12 years experience in the telecommunications industry and a further 5 years of experience in warehousing and logistics, I provide a unique perspective that I combine with my strong passion for knowledge and understanding to bring excellence to the workplace. I enjoy working with both internal and external stakeholders to achieve a desired outcome and ensure that everyone is kept informed along the way. Utilising skills obtained through my hobbies and interests, I often develop processes to streamline team workflows.

EMPLOYMENT SUMMARY

Chorus	Platform Engineer	2022 - December
	On-Call for Tech Ops	2023 - December
	Service Events Coordinator	2020 - 2022
	Technical Analyst	2016 - 2020
Orcon	Business and Hosting Support Team Leader	2013 - 2016
	Acting Team Leader	2012
	Team Leader	2012
	Customer Experience Specialist	2011 - 2016

EMPLOYMENT HISTORY

Chorus - Platform Engineer Aug 2022 - Jan 2025

Responsibilities

- Support customers to implement Chorus APIs into their solution
- Manage and maintain the Mulesoft Anypoint Platform
- Collaborate with multiple teams to deliver projects
- Subject matter expert for Chorus' Experience APIs
- Auditing access to the API Integration platform
- Support and utilise Jira Service Management and its Automation to support internal and external customers
- Maintain and support API Status Pages

Achievements

- Created a home page for API Support team which included a list of links used for the role, a traffic light dashboard and base64 encoder/decoder.
- Created dozens of articles and SOPs for the space including database entry templates to mitigate human error.
- Created kanban style board for API Support Space improvements to track the big and little changes being made. This also facilitated epic/business case creation.
- Created reference material for a collection of systems to standardise and understand data entry into multiple systems for the Network Events and Performance space.
- Shifted after hours support to a more suitable team
- Shifted Status Page updates from the internal facing team to the more appropriate external facing team
- Created automation to reduce the amount of admin tasks

ATTRIBUTES

- Adaptable
- Approachable
- Curious
- Punctual
- Respectful
- Customer service focused

INTERESTS & HOBBIES

- Web Design & Dev
- Language:
Spanish & Japanese
- Drawing:
Digital & Tradition

REFERENCES

Available upon request

Chorus - On Call for Tech Ops

Jan 2023 - Jan 2025

Responsibilities

- Communicating with stakeholders for unplanned events after hours.
- Incident management including decisions around systems restarts

Achievements

- Created On Brand Banners for internal and external communications and updated the templates involved to ensure a consistent look for notifications.

Chorus - Service Events Coordinator

Mar 2020 - Aug 2022

Responsibilities

- Work with both internal and external teams to craft industry communications for planned and unplanned events relating to Network and ICT systems
- Answer queries from customers and key stakeholders related to planned and unplanned events
- Negotiate with stakeholders around lead times, outage windows and other details

Achievements

- Organised the shared mailbox to archive unused folders and streamline use
- Organised industry contacts
- Created a reference page containing links and templates which pertain to daily tasks

Chorus - Technical Analyst

Mar 2016 - Mar 2020

Responsibilities

- Process new and existing faults queries
- Support technicians in the field by providing remote analysis
- Mediate the customer experience with their ISP
- Establish technical knowledge of an extensive product suite

Achievements

- Created the Assure "Cheatsheet". A list of quick links and information to easily navigate the numerous systems involved with day-to-day processes which is now used by the majority of the team
- Conversion and addition of articles to the new knowledgebase as part of a project to onboard an offshore team

Orcon

During my time at Orcon I was always performing the duties of a Customer Experience Specialist. As my performance and achievements were recognised, I was given additional roles/responsibilities.

Business and Hosting Support Team Leader

Jan 2013 - Jan 2016

Responsibilities

- Coach Team Members in the interest of improving customer experience
- Ensure KPIs are being met while providing tools and training to assist
- Mediate customer's experience to ensure a positive outcome is reached.

Achievements

- Worked with the Systems Engineering Team to resolve long-standing nuances and faults within the various platforms
- Updated the knowledge base to a functional level. This had not been done since Orcon's acquisition of iServe in early 2009.

Acting Team Leader

Nov – Dec 2012

(Transitional role)

Responsibilities

- Keep my team on task and in good spirits
- Act as a knowledge base for questions relating to both work and the workplace
- Complete day-to-day tasks of the Shift Leader role, as detailed below.

Shift Leader

Jun – Nov 2012

(Transitional role)

Responsibilities

- Queue Management, supervising agents and prioritising staff workloads
- Delegating tasks, assigning call-backs and directing complex issues to appropriate agents
- Handling escalated calls and dealing with stressful, stressed and/or frustrated customers to ensure a positive outcome.

Customer Experience Specialist

Hosting Support

Nov 2011 - Jan 2016

Duties

- Maintaining DNS Records
- Assisting with email configuration
- Platform support for website hosting

Corporate Support

Nov 2011 - Jan 2016

Duties

- Supporting SME and Corporate customers with Broadband, Phone and email queries or faults

Technical Support

May 2011 - Jan 2016

Duties

- Liaising with external providers to log faults
- Troubleshooting Phone, Broadband and Email

Accounts

May 2011 - January 2016

Duties

- Working with customers to ensure invoices are correct and understood
- Handling payment information and processing

Below is a brief view of my Warehousing and Logistics experience:

Anyware Computer Accessories

(Sydney branch)

I worked with Anyware between Dec 2006 and March 2011 before moving to New Zealand to start a new chapter in my life. Anyware Computer Accessories is an Australasian wholesaler/distributor primarily dealing in computer peripherals, cables, PC cases and server KVMs.

Titles:

- **Warehouse Manager**
- **Senior Customer Service Representative**
- **Product Manager**
- **Customer Service Representative**
- **Warehouse Worker**