

Robert Kay

Phone: 0422 500 107 Email: robertkay24@gmail.com

Education

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| 2023 | Completed 2023 Web Development Bootcamp
Udemy – The App Brewery – Dr. Angela Yu
Javascript, Node JS, HTML, CSS, React, APIs, Express JS, MongoDB, Heroku, SQL |
| 2019 | Completed Analyse Data with SQL Course
Codecademy |
| 2011- 2013 | Completed Bachelor of Business Degree
Charles Sturt University |
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Volunteering

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| 2017 | Crisis at Christmas (South London Day Centre) |
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Employment History

August 2022 – Present: Professional Development Focused Career Break

- Developed a full-stack Amazon clone app: <https://clone-41420.web.app>
- Developed a full-stack instant messaging app: <https://chat-app248.netlify.app>
- Developed a portfolio website: <https://robkay.dev>
- Completed Angela Yu's 2023 Web Development Bootcamp

December 2021 – July 2022: The Smith Family (Contract)

Philanthropy Operations Coordinator

- Provided the Philanthropy team with training and support for their CRM application and PowerBI dashboards
- Worked closely with technology related development teams to provide requirements for the development of PowerBI dashboards
- Provided input and support for multiple cross-functional projects

- Provided input and support for FY23 planning
- Improved data quality
- Increased the usage of PowerBI dashboards

July 2021 – November 2021: JLL

Business Technologies Operations Manager - Asia Pacific

- Managed the development of a workflow management tool across Asia Pacific
- Supported transition projects to create and digitise business workflows
- Coordinated the release management process. This included preparation, testing and sending communication to all stakeholders
- Analysed and prioritised the pipeline of business requests
- Coordinated online forum to share knowledge of the workflow management tool and plan future enhancements/releases.
- Managed a development team and support team to meet the needs of all accounts
- Conducted process reviews with individual accounts to improve user experience and team productivity
- Supported the sales process with technology demonstrations for new accounts

May 2018 – July 2021: JLL (Client - Healius)

Business Intelligence Analyst

End to end project management of key client business intelligence projects across four major business units. I was responsible for the development, training, implementation and continued support of all projects, which were delivered on time. Key project achievements include:

- Developed, tested and successfully rolled out Healius' Test and Production environments within the workflow management application uniform
- Mapped end-to-end business processes and created them within uniForm
- Worked closely with offshore team to rollout new Business Intelligence dashboards which provided the client with the ability to generate self-serve reports
- Mapped end-to-end business processes
- Worked closely with offshore team to rollout central data repository which provided both Healius and JLL with a central location to access policies, procedures, processes, training manuals and applications
- Data rectification project lead

Other responsibilities included:

- Managed development, training and implementation of data quality dashboard while working with offshore team
- Nominated to review and pilot-test a new data analytics platform Thoughtspot to determine whether it could meet client's data needs in a timely fashion
- Used SQL to manage and analyse client's information in data warehouse
- Conducted analysis and reporting with large datasets to provide insights for business decision making

Technology

- Javascript, Node JS, HTML, CSS, React, Firebase, Heroku, SQL

Referees

- **Nicholas Burrell**
Account Director
JLL
0451 961 979
Nicholas.Burrell@ap.jll.com
 - **Tiana Spence**
Head of Accommodation – Property
Healius (Client)
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Tiana.Spence@healius.com.au
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