

Genuel Zapanta

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WORK EXPERIENCE

NAB – Parramatta NSW

Lending Advisor

January 2021 – Present

- Manage inbound requests from existing stakeholders and deliver within SLA's.
- Build effective relationships with internal staff to understand processes within the business to streamline stakeholder inquiries using exceptional communication skills.
- Manage reports and communicate current trends with incoming data within the team.
- Exhibits excellent time management, and high attention to detail, through management of competing priorities.

NAB – Parramatta NSW (Secondment)

Analyst, Direct Performance and Insights

November 2022 - February 2023

- Provided ongoing monthly and weekly reporting data analysis findings to existing stakeholders for use in organisational decisions and planning
- Organize and disseminate data across departments to be used for drawing conclusions about the success of current methods and business needs.
- Use PowerBI and Excel to extrapolate findings in data and present these to stakeholders
- Manage stakeholder requests for data and analytical pieces through use of intermediate SQL, Excel and PowerBI.
- Assisted with data accuracy and followed up to improve accuracy of source data

Datacom – North Ryde

Customer Support Representative

July 2020 – January 2021

- Displayed capability to create and hold key relationships with internal staff.
- Exhibited high attention to detail in understanding customer queries and solutions.
- Assisted in testing a beta software for workforce management and completed reports for the development team.

OTHER EXPERIENCE

Every Nation Sydney West

Parramatta

Marketing Team Member

June 2019 - December 2020

- Increased social media engagement by 20% by utilising data on social media platforms.
- Using Canva, Google Suite and Adobe Suite created pitch/sales decks for media team and presentations for stakeholders.
- Integrated an agile workflow, prepared copywrite for social media and events with Adobe Suite.
- Maintained productive relationships with internal staff and key stakeholders to service media requirements.

Youth Leader

December 2019 - June 2022

- Manage competing priorities while delivering on SLA's for projects such as events and media
- Collaborate with staff and management to schedule and plan events e.g. Youth Camp and Hangouts.
- Utilised relationships with key internal staff and external stakeholders to plan and schedule events such as 2022 Youth Camp "Glow Up".

EDUCATION

Raffles College of Design and Commerce

Parramatta, NSW

Bachelor of Arts Visual Communication

January 2015 - January 2019

The Odin Project

Online

Full Stack Javascript

June 2022 - Sept 2022

SKILLS & INTERESTS

Skills: Detail-oriented | Resourceful | Adaptable | Intermediate Excel | Intermediate Filipino | Adobe Creative Suite | Canva | CRM |

Interests: Data & Analytics, Python, Software Engineering, Content Creation, Japan, Gaming