

# STUART BAKER

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## EDUCATION

### University of Queensland

Brisbane, Australia

*Bachelor of Arts – Journalism & mass communication, German*

2010 – 2014

- Demonstrated ability to develop a communications strategy based on identification and consideration of multiple stakeholders, developing targeted frames to achieve aim
- Explored the use of web-based and social media projects in lieu of traditional essays or reports
- Investigated case study where PR-professionals and the media have attempted to influence public opinion
- Examined the legal and ethical principles that govern communications, and industry regulations for professional communicators
- Spent 2012 on exchange at the University of Freiburg, Germany in order to strengthen German language skills, develop inter-cultural communication experience and to get experience moving out of my comfort zone

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## EMPLOYMENT HISTORY

### Lloyds Banking Group

Edinburgh

*Mortgage Processing and Completions*

2015 – Present

- Processing mortgage applications in accordance with lending criteria and risk requirements
- Delivering exceptional customer service & taking ownership of cases in order to achieve the group's vision to be "the best bank for customers"
- Proactively adapting to customer, broker and intra-business needs in order to create a positive colleague environment and to make customers want to do business with the group

### Suncorp Group

Brisbane, Australia

*Recoveries & Settlements*

2013 – 2015

- Australia's largest insurer, and one of its largest banking and financial services companies
- Proactive management of the full life of a claim, including negotiating liability to ensure high rate of recovered costs, and negotiating settlement of third-party demands to minimise risk and costs incurred
- Liaised with and instructed both internal and external stakeholders
- Provided prompt written and telephone service and assurance to customers, colleagues, other business areas and industry peers
- Contributed to internal documentation, in order to keep colleagues up-to-date with group policies and procedures, and to identify, develop and realise opportunities for improvement
- Exceeded targets and goals, achieving 100% results for both file and call audits, demonstrating exceptional customer service, workload management and understanding of risk and compliance responsibilities

### Brisbane International Film Festival

Brisbane, Australia

*Volunteer*

2012

- Assisted with venue management and ticketing at festival venues, delegating tasks to other volunteers
- Collected and logged to database votes for the audience choice award
- Answered questions, gave directions and took feedback from attendees to ensure the smooth-running of the program

## JB Hi-Fi

Brisbane, Australia

*Salesperson*

2010 – 2012

- One of Australia's largest consumer electronics, whitegoods and media retailers
- Achieved KPIs by developing a rapport with customers to determine their needs, and applying product knowledge to find the right product to meet their needs
- Provided outstanding customer service and obtained 100% mystery shopper results
- Liaised with brand representatives to provide feedback on existing product lines, and to keep up-to-date with upcoming releases

## Foot Locker

Brisbane, Australia

*Assistant Manager*

2008 – 2010

- Calculated daily, weekly and individual targets to grow year-on-year sales figures
- Trained new colleagues and coached existing colleagues to achieve sales targets and meet service level expectations
- Managed storewide inventory and stock transfer paperwork, achieved 100% score for paperwork audits
- Achieved best-ever stocktake result for a Queensland Foot Locker store

## Woolworths Supermarkets

Brisbane, Australia

*Grocery Assistant*

2006 – 2008

- Australia's largest supermarket chain
- Began as a part-time checkout operator working as part of a team
- Promoted to full-time role working independently to manage perishable section
- Responsible for merchandising, cleaning and food safety checks

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## ADDITIONAL SKILLS

Word	●	●	●	●	●		Outlook	●	●	●	●	●		Photoshop	●	●	●	●	○
Excel	●	●	●	●	○		HTML	●	●	●	●	●		Windows	●	●	●	●	●
PowerPoint	●	●	●	●	●		CSS	●	●	●	●	○		OS X	●	●	●	●	●

- Experienced in using databases to store, sort and analyse information in order to prioritise work and achieve results
- Experienced with web-based publishing, having developed several websites (including my current personal website, <https://smbkr.github.io/> using standards compliant HTML5 and CSS3, using self-taught skills
- Six-years photography experience, including paid commissions, gallery and media showcases and competition winning photos