

STUART BAKER

<http://www.smbkr.xyz/>

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SKILLS

HTML5

CSS3

SASS

Git

JavaScript

OS X

Windows

Linux

Photoshop

MS Office

- Experienced in using databases to store, sort and analyse information in order to prioritise work and achieve results
- Experienced with web-development, having developed several websites for both university and personal projects (for example, <http://www.smbkr.xyz/>) using standards compliant, responsive HTML5 and CSS3, using self-taught skills, along with use of Git for version-control, and SASS for CSS pre-processing
- Six-years photography experience, including paid commissions, gallery and media showcases and competition winning photos, consequently skilled with Photoshop and comparable software

EDUCATION

University of Queensland

Brisbane, Australia

Bachelor of Arts – Journalism & mass communication, German

2010 – 2014

- Explored the use of web-based and social media projects in lieu of traditional essays or reports
- Developed communications strategies based on identification and consideration of stakeholders, targeting strategies to achieve aims
- 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
- Studied aboard at Albert-Ludwigs Universität Freiburg, Germany, for one year in order to strengthen German skills, gain inter-cultural experience, and learn to adapt to new environments & situations

EMPLOYMENT HISTORY

Lloyds Banking Group

Edinburgh

Mortgage Processing and Completions

2015 – Present

- Delivering exceptional customer service & taking ownership of cases in order to achieve the group's vision to be "the best bank for customers" within the group's lending criteria and risk requirements
- 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 an insurance claim, including negotiating legal liability and negotiating settlement of third-party demands to minimise risk exposure 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 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

ONGOING DEVELOPMENT

I am continually looking for ways to improve the skills I currently have, and to develop further skills in new areas. I am currently working on JavaScript, coming to terms with the fundamentals of the language and how to put it to use to add interactivity to sites, along with continuing to use my skills in HTML & CSS.