Combining 9 years’ experience in private industry across the fields of law, hospitality and retail with over two years’ experience in The Department of Defence, I bring a customer focused approach to Financial Management.

I have demonstrated experience in providing advice relating to financial administration and interpreting legislation and policy. An example of this is when I was technical and administrative second level support for the Annual Credit Card Review, which resulted in a technical solution for a new policy requirement for administration.

In line with recommendation from Australian National Audit Office, the Annual Credit Card Review was established. This was embedded in policy with the intention of the review to promote a reduction to Defence’s financial risk. A tool was subsequently created to aid the reviewers in completing this activity and reduce the administrative burden involved.

I was tasked with managing second level support for the Credit Card Review teams, due to my broad knowledge and experience of financial systems and operations. It was my responsibility to build strong working relationships with the reviewers to ensure they had the skills and knowledge to complete the review. My ability to communicate with influence was key in establishing these relationships.

With my expertise in financial systems and administration, I lead the testing of the tool and review of the guidance documentation. My customer centric focus enabled me to identify areas of improvement, manage changes and implement these before the review began. During my analysis I identified that current user knowledge of system functionality was not at a level that proved efficiencies of the system. To remediate this, I used my highly developed communication skills to develop well-structured remote training sessions for geographically dispersed stakeholders. I delivered this training over Skype to representatives from a multiple Defence Divisions simultaneously.

After the training session I provided access to a forum to discuss any questions that participants had from the training. I received positive feedback from this training session. A direct follow-on affect from the training was a marked increase in the correct use of the tool, significantly reducing help desk contacts.

The combination of training sessions and written guidance targeted different learning styles of the stakeholders. The training sessions in particular built a strong relationship with participants and I continue to support them with any enquiries around the tool.  The outcome of this process was significant reduction of contacts from participants after the training session and increased discussion and engagement around the process and the desired outcomes of the activity.