Occupation: Analyst **Mobile:** 0431599049 **LinkedIn:** /joshuaserry **Email:** joshuamserry@gmail.com

About Me.
- I am passionate about usability and making informed decisions with data.
- I am adaptable, results orientated and enjoy sharing my knowledge with others.
- I have excellent phone manner, writing, and organizational skills
- I've worked in both waterfall and agile environments end-to-end SDLC.
- I'm calm under pressure and one of the top users of Lynda.com at ME Bank.

Past Employers.

ME Bank	**Kingston City Council**	**IBM Australia**	**Monash University**
March 2016 - PRESENT	November 2015 - December 2015	July 2013 - September 2015	August 2011 - June 2013

Experience.

ME Bank - *Operational Risk Analyst* March 2016 - PRESENT

Accountability: Oversight and monitoring of Operational Risk and Compliance breach reporting.

Program: Archer, Governance Risk and Compliance (GRC) Software. (18 Months - Ongoing)
Role: Systems administrator responsible for releasing system enhancements, managing user access, providing users with training and ensuring data quality and accuracy.
Outcome: System enhancements released to users on a monthly basis, training and support provided as required and risks and incidents effectively captured and monitored.
Stakeholders: Business Unit Risk and Compliance Leads, Operational Risk and Business Users.
Achievements:
- Core developer of Archer - A Governance Risk and Compliance (GRC) system for capturing incidents and risk management data.
- Established a JIRA project workflow using the agile methodology to track and report on improvements to the GRC functionality.
- Designed a health and performance report to provide the Product Owner with assurance that system licensing, capacity, user management, patching and upgrades were being performed.
- Provisioned User Access for the GRC system and designed and a GRC Team Charter, Archer Administration Guide and Incident Management Guide.

Program: Business Continuity Management - Business Impact Analysis (24 Months)
Role: Ensure all BCP artefacts such as Business Recovery Plan's, Business Impact Analysis, crisis cards and yammer are up to date and available in the event of a crisis.
Outcome: Business Continuity artefacts are up to date and available in the event of a crisis.
Stakeholders: Risk and Compliance Leads, Operational Risk Manager, IT Business Continuity Manager, Operational Risk Committee and the Board.
Achievements:
- Ensure the Risk Business Unit Recovery Plan was up to date and available to staff.
- Facilitated workshops on Business Impact Assessments to develop GRC system functionality.

Project: Remediation of customer alerts as part of the AML KYC process. (3 Months)
Outcome: time-pressured response to ASIC relating to the KYC process.
Role: Assist the AML Operations team with a time-pressured response to ASIC (regulator).
Outcome: Remediation was completed successfully before the required deadline.
Stakeholders: Financial Crime Team, AML Operations Team, Operational Risk Team
Achievements:
- Assisted AML Operations team to identify beneficial owners and screen for PEPs/Sanctions.
- Designed and developed a tool to search network drives for customer identification documents required as part of the 'Know Your Customer' (KYC) process.

Program: Operational Risk incident and Compliance breach reporting. (24 Months - Ongoing)
Role: Review Operational Risk and Compliance Incidents, provide training and feedback to staff
as appropriate and identify and report on trends and issues occuring throughout the Bank.
Outcome:
Stakeholders: Operational Risk Team, Risk and Compliance Leads, Operational Risk Committee.
Achievements:
- Coached staff to proactively manage incidents, perform root cause analysis, and identify and
report on operational losses.
- Contribute to the Operational Risk and Compliance Committee report by providing data
analysis, visualisations and insights into trends relating to incidents or emerging risks.

Project: Initial Risk Assessment Tool (12 Months - Ongoing)
Role: Design and Develop a tool to support ME Bank's project management methodology; help
project managers determine who to engage and act as an artefact required for project funding.
Outcome: Project managers could report project risks automatically via email with a single click.
Stakeholders: Project Managers, Privacy Officer, PMO, Procurement, Operational Risk Manager,
and Risk and Compliance Leads.
Achievements:
- Enabled Project Managers to succinctly report project risks and issues to Operational Risk
and Compliance for monitoring.

Kingston City Council - *Business Analyst* November 2015 - December 2015
Accountability: Drive automation across financial statements and reporting processes.
Achievements:
- Contributed to User Experience development by performing user acceptance testing (UAT) for
the website accesscare.org.au.
- Automated the scheduling of Administrative tasks such as meals, taxi services and financial
statements for Access Care clients.
- Developed work instructions and Microsoft Excel macros and reports to resolve challenges
faced by Access Care staff and customers.

IBM Australia - *Business Analyst* July 2013 - September 2015
Accountability: Drive root cause analysis and automation across continuous improvement
programs. Support senior executive strategic decision making and improve productivity using
social tools.
Achievements:
- Managed customer expectations of Project Managers by reducing the costs associated with
manual data entry by 1000%.
- Dramatically reduced incorrect time recording, increasing revenue by 35 to 47%.
- Designed and implemented a set of metrics using python which automatically measured the
financial performance of all account teams across my business unit.
- Designed and successfully implemented a plan to coach executives in the use of IBM
Connections and Twitter social networks to …….improve their productivity and collaboration.

Qualifications.
- Bachelor of Business Information Systems - Monash University
- Predictive Analytics Python Course by Python Charmers.
- In Progress - Johns Hopkins University Coursera Data Science Specialisation

References.
Available on request.