



# JOSHUA SERRY

Operational Risk Analyst

## Profile.

I am a proactive, resourceful and organised Risk Analyst. I bring attention to detail, analytical and problem-solving skills to ensure that business and technical teams agree on the definition, design, and implementation of technical solutions. I am looking for a role as an Operational Risk Analyst where I can use technology and data to help guide decision making and capitalise on opportunities.

## Contact.

Mobile: +61 431 599 049  
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Email: Joshuamserry@gmail.com

## Tools.

- Linux / Mac / Windows
- Python
- Microsoft Power BI
- SQL
- GIT
- BASH
- HTML/CSS
- Excel and Office VBA
- JIRA / Trello / Asana

## Academic Qualifications.

Bachelor Business Information Systems	2013
MONASH UNIVERSITY	
Certificate II Information Technology	2009
SWINBURNE UNIVERSITY OF TECHNOLOGY	

## Professional Development.

Predictive Analytics Python Course	2018
PYTHON CHARMERS MELBOURNE	
Data Science Specialisation Johns Hopkins	2018
COURSERA -IN PROGRESS	

## Awards.

IBM Managers Choice Award	2014
ANALYSIS OF SOCIAL MEDIA ADOPTION & TRAINING	
Premier's Award Swinburne University	2009
ONE OF THE TOP 5 STUDENTS IN IT IN THE STATE	

## References.

Available on request.

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## Operational Risk Analyst

### Experience.

#### Operational Risk Analyst

ME BANK (MAR 2016 - MAY 2018)

#### Governance Risk and Compliance (GRC) software

- Developer - Configured the governance risk & compliance system at ME.
- Agile - Established JIRA workflow to manage improvements to the GRC.
- Reporting - Contributed insights on incidents and emerging risks to the Operational Risk and Compliance monthly report.

#### Business Continuity Management

- Communication - BCP artefacts were up to date and available in a crisis.
- Documentation - Maintained the Risk Business Unit Recovery Plan.
- Facilitation - Collected requirements for Business Impact Assessments.

#### Incident Management

- Reporting - Identified trends and issues occurring at ME Bank.
- Coaching - Trained staff to capture, monitor and resolve incidents.
- Documentation - Developed business requirements and policy documents including a team charter and incident management guide.

#### AML Operations

- KYC Process - Remediated customer alerts and identified beneficial owners and PEPs
- Process Improvement - Created a search tool to find customer identification documents and improve team efficiency.

#### Business Analyst (Contract)

KINGSTON COUNCIL  
(NOV 2015 - DEC 2015)

#### CareLink+ software documentation and process maps

- User Acceptance Testing - Accessare.org.au mobile and desktop site.
- Process Mapping - Created as-is and to-be process maps and documentation for CareLink+ stakeholders.
- Process Improvement - Automated development of financial statements for clients creating an error free and efficient experience.

#### Business Analyst

IBM (JUL 2013 - SEP 2015)

#### IBM Project Management Office

- Process Improvement - Reduced the time required by project managers to write status reports from over an hour to two minutes.
- Data Analysis - Improved time sheets/billing increasing revenue by 35%

#### Executive social media coaching

- Coaching - Improved the reach and transparency of executive discussions using IBM Connections and Twitter social media tools.
- Reporting - Designed a set of metrics using python to measure the performance of all account teams in my business unit.