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

February 2018
Carbontrack Melbourne
Re: Carbontrack Customer Experience Consultant Position

To whom it may concern:

I am writing to enquire about the opening for a Customer Experience Consultant at Carbontrack. I have excellent phone manner, writing, and organizational skills and I'm calm under pressure. I have designed and facilitated training sessions to a wide range of audiences on topics ranging from social media to incident management, Excel or JIRA. I am proficient at analyzing and presenting data tailored to the needs of the individual. I have experience working in an agile environment and resolving customer queries quickly and effectively. I actively seek to identify improvement opportunities which have a customer experience and or operational benefit.

I look forward to the opportunity to discuss my application and explore ways to empower people with energy insights.

Thankyou

Josh

Joshua Serry

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

- 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 and I'm calm under pressure.

Past Employers

ME Bank	Access Care Kingston 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: Responsible for oversight and monitoring of Operational Risk incidents and Compliance breach reporting.
Achievements:

- Coached staff to proactively manage incidents, perform root cause analysis and identify and report on operational losses.
- Facilitated workshops on Business Impact Assessments to identify misalignments between IT and Business Units.
- Assisted the AML Operations team with a time-pressured response to ASIC relating to the KYC process.
- Core developer of Governance Risk and Compliance (GRC) system to capture incidents and risk management data.
- Developed and maintained: Customer and incident records, policy and procedures for the GRC system, incident management guide and business continuity documents.
- Designed and maintained a JIRA agile project to plan, track, release and report on improvements to GRC functionality.
- Developed a Risk Assessment Tool for the Project Management methodology to support Project Managers to engage with Risk.

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 how to use enterprise social software to improve their productivity and collaboration.

References

Available on request.