



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
Linkedin: /in/joshuaserry/
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 2016)

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.