JOSHUA SERRY Occupation: **Business Analyst** Mobile: **0431599049** LinkedIn: **linkedin.com/in/joshuaserry** Email: **joshuamserry@gmail.com**

Profile

I am an adaptable and results orientated analytics professional passionate about using data to make informed business decisions. Known for sharing my knowledge and automating processes, I enjoy improving the usability of applications. I am seeking opportunities to creatively apply analytics and create a competitive advantage.

Past Employers

AccessCare Southern	**IBM AUSTRALIA**	**MONASH UNIVERSITY**
Part of Kingston City Council	July 2014 to September 2015	August 2012 to June 2013
November 11 to	IBM - Graduate Program	Monash University - IBL Scholarship
December 23 2015	July 2013 to June 2014	August 2011 to July 2012

Experience

AceessCare Southern (November 2015 to December 2015)
- Conducted user acceptance testing (UAT) for the new website at accesscare.org.au
- Created work instructions for AccessCare staff to roster meals, taxi services and client financial statements
- Developed and tested macros to automate the printing and validation of client financial statements

IBM Australia (July 2013 to September 2015)

Client: National Australia Bank (NAB), IBM Project Management Office **Time Frame:** January 2015 to September 2015
Accountability: Drive root cause analysis and automation across all reporting and continuous improvement programs
Achievements:
- Contributed to the account achieving 50% gross profit
- Reduced the costs associated with manual labor performed by Project Managers by 1000%
- Dramatically reduced incorrect time recording, increasing revenue by 35 to 47%

Client: Business Operations **Time Frame:** July 2014 to December 2014
Accountability: Support senior executive strategic decision making, improve productivity using social tools.
Achievements:
- 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.
- Implemented GTS Manager University for 300: taught teams to collaborate, engage and lead from the front

Client: Governance **Time Frame:** January 2014 to June 2014
Accountability: Educate teams in how to effectively use the Global Delivery Framework (GDF); An IBM lean methodology designed to improve the quality, productivity and knowledge sharing of all services provided to IBM clients.
Achievements:
- Supported the currency of internal management systems by coordinating the continual review of business processes and documents used in the management of projects for clients.
- Enabled account teams to confidently achieve compliance with GDF by running regular training sessions, creating automated tools and identifying defects through proactive data analysis
- Designed, built and maintained a web presence for both Governance and account teams using IBM social media.

Client: Telstra Project Delivery **Time Frame:** July 2013 to December 2013
Accountability: Develop automated reports to streamline project delivery and improve compliance.
Achievements:
- Coached project managers to correctly identify the root cause of problems, reducing the number of defects.
- Developed and maintained a web presence for Telstra Project Delivery which resulted in more effective meetings and projects delivered on time and on budget.
- Developed tools to automatically perform quality assurance assessments on Project Change Requests before they were submitted to management and to the client.

Awards

IBM Managers Choice Award 2014 Usability improvements, analysis of social media adoption and developing training
Premiers Award from Swinburne University of Technology 2009 Recognises the top 5 students in Information Technology

Skills

Personal Skills	Technical Skills
Active listening, communication, resourcefulness and leadership	Financial Modelling with Excel VBA, Python
Collaboration and teamwork, face to face and online using social media	Experience working in each phase of the SDLC
Continuous Improvement: Solving problems using analytics	Windows/Mac/Linux proficient

Education

Bachelor of Business Information Systems	Certificate 2 Information Technology
Monash University, 2010-2013	Swinburne University of Technology, 2009

References

Available on request