

Joshua Serry

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 across all SDLC phases.
- I'm calm under pressure, creative 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 - May 2018	Nov 2015 - Dec 2015	July 2013 - Sept 2015	August 2011 - June 2013

Experience.

ME Bank - Operational Risk Analyst

March 2016 – May 2018

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

Project: Archer, Governance Risk and Compliance (GRC) Software. (18 Months - Ongoing).

Role: Developer responsible for releasing system enhancements, managing user access, providing users with training and ensuring the accuracy of system data.

Outcome: System enhancements released to users on a monthly basis, training and support provided as required and risks and incidents effectively captured, monitored and resolved.

Stakeholders: Business Unit Risk and Compliance Leads, Operational Risk and Business Users.

Key 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 the assurance that system licensing, capacity, user management, patching and upgrades were being performed effectively.
- Provisioned User Access for the GRC system and designed and a GRC Team Charter, Archer Administration Guide and Incident Management Guide.

Project: Business Continuity Management (24 Months)

Role: Ensure all BCP artefacts such as Business Recovery Plans, 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.

Key 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).

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

Key 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.

Project: 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 occurring throughout the Bank.

Outcome: Risks and incidents were effectively captured, monitored and resolved and the banks risk culture matured.

Stakeholders: Operational Risk Team, Risk and Compliance Leads, Operational Risk Committee.

Key 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.

Key Achievements:

- Enabled Project Managers to succinctly report project risks and issues to Operational Risk and Compliance for monitoring.

Kingston City Council - Business Analyst

Nov 2015 – Dec 2015

Accountability: Drive automation across financial statements and reporting processes.

Project: Process Map CareLink Plus software and related processes for AccessCare.

Role: Create Process Maps, Flowcharts and Work Instructions for CareLink Plus software, and use automation to improve the quality and accuracy of reports provided to clients.

Outcome: Case Officers used CareLink Plus software to provide services to clients efficiently.

Stakeholders: Business Development Manager, Case Officers and Administration Officers.

Key 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.

Accountability: Drive root cause analysis and automation across continuous improvement programs.

Project: NAB Project Management Office (PMO)

Role: Identify and analyse the root cause of issues in projects being run by the NAB PMO and streamline or automate these processes where possible.

Outcome: I developed a concise form to allow Project managers to automatically update the status, issues, budget and resourcing required to run their projects. The number and severity of project issues that occurred over time reduced dramatically and required less focus from management.

Stakeholders: Project Managers, PMO Management Team.

Key Achievements:

- Managed customer expectations of Project Managers by reducing the time associated with manual data entry from over an hour to 2 minutes.
- Dramatically reduced incorrect time recording, increasing revenue by 35 to 47%.

Project: Support senior executive strategic decision making using social tools.

Role: Coach senior executives to use IBM Connections and Twitter to collaborate effectively. Report on the performance of IBM account teams across the business.

Outcome: Executives improved their reach and had open transparent discussions in their teams.

Stakeholders: Senior IBM Australia Executives, Direct Reports.

Key Achievements:

- Designed and successfully implemented a plan to coach IBM executives in the use of IBM Connections and Twitter social networks. Executives increased their reach and ability to influence, share messages and generate discussion between their direct reports and teams.
- Designed and implemented a set of metrics using python which automatically measured the financial performance of all account teams across my business unit.

Awards

- IBM Managers Choice Award for usability improvements, analysis of social media adoption and developing training. **2014**
- Premier's Award from the Swinburne University of Technology. Recognition for being one of the top 5 students in Information Technology in the state. **2009**

Qualifications.

- Predictive Analytics Python Course by Python Charmers. **2018**
- In Progress - Johns Hopkins University Coursera Data Science Specialisation **2018**
- Bachelor of Business Information Systems - Monash University. **2013**
- Certificate II Information Technology from Swinburne University of Technology **2009**

Interests.

- Photography
- Cycling
- Fitness

Skills.

- Agile User Story Mapping/UAT
- Requirements Analysis
- Business Process Mapping
- Data Analysis and Reporting

Tools.

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

References.

Available on request.