Joshua Serry

Occupation: Risk Analyst Mobile: 0431599049 LinkedIn: /joshuaserry Email: [joshuamserry@gmail.com](mailto:joshuamserry@gmail.com)

I'm passionate about usability and making informed

decisions with data. I am adaptable, results orientated

and enjoy sharing my knowledge with others. I am seeking

opportunities to join the energy sector and help people

feel empowered about their energy usage.

# Past Employers

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| --- | --- | --- | --- |
| ME Bank | Access Care Kingston Council | IBM Australia | Monash University |
| March 2016 - PRESENT | November 2015 - December 2015 | July 2013 - June 2014 (Grad) July 2014 - September 2015 | August 2011 -July 2012 (IBL)August 2012 - June 2013 |

# Experience

### ME Bank *- Operational Risk Analyst* March 2016 - PRESENT

### Accountability: Responsible for oversight and monitoring of Operational Risk incident and Compliance breach reporting.

### Achievements:

* Core developer of Governance Risk and Compliance (GRC) system to capture incidents and risk management data.
* Designed and maintained a JIRA workflow and 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.
* Coached staff to correctly identify the root cause of incidents including capturing associated operational losses.
* Facilitated training 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.
* Developed and maintained documentation including: Team Wiki, Release Notes, Team Charter & Administrative Guide, Incident Management Guide, Business Continuity Documents and a guide to using JIRA issue tracking software.

### Kingston City Council *- Business Analyst* November 2015 - December 2015

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### Accountability: Drive automation across financial statements and reporting processes.

### Achievements:

* Conducted user acceptance testing (UAT) for the website 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*- Business Analyst* July 2013 - September 2015

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### Accountability: Drive root cause analysis and automation across continuous improvement programs. Support senior executive strategic decision making, improve productivity using social tools.

### 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%
* 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.