Joshua Serry

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* I'm 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

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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 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.
* 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.
* Developed and maintained: Customer and incident records, policy and procedure for the GRC system, incident management guide and business continuity documents.

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

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### 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

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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:

* 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%.
* Contributed to the account achieving 50% gross profit.
* 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.