**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 end-to-end SDLC.
* I’m calm under pressure and one of the top users of Lynda.com at ME Bank.

**Past Employers.**

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| --- | --- | --- | --- |
| **ME Bank** | **Kingston City Council** | **IBM Australia** | **Monash University** |
| March 2016 - PRESENT | November 2015 - December 2015 | July 2013 - September 2015 | August 2011 - June 2013 |

**Experience.**

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

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

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

**Role:** Systems administrator responsible for releasing system enhancements, managing user access, providing users with training and ensuring data quality and accuracy.

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

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

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

**Program:** Business Continuity Management - Business Impact Analysis (24 Months)

**Role:** Ensure all BCP artefacts such as Business Recovery Plan’s, 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.

**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)

**Outcome:** time-pressured response to ASIC relating to the KYC process.

**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

**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.

**Program:** 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 occuring throughout the Bank.

**Outcome:**

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

**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.

**Achievements:**

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

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

**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

**Accountability:** Drive root cause analysis and automation across continuous improvement programs. Support senior executive strategic decision making and 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%.
* 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 the use of IBM Connections and Twitter social networks to …….improve their productivity and collaboration.

**Qualifications.**

* Bachelor of Business Information Systems - Monash University
* Predictive Analytics Python Course by Python Charmers.
* In Progress - Johns Hopkins University Coursera Data Science Specialisation

**References.**

Available on request.