

JASON CRABTREE, Front-End Developer, Auckland, NZ

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Front-End Developer with transferable skills in UX Design and 5 years of experience in the Financial Services, Insurance Industry.

CAREER SUMMARY

- 2021: Full-time Front-End Web Development; JavaScript, React, GraphQL, SPA's, A11Y
- Worked in Customer Support and Experience for 5 years, received multiple promotions and transitioned to a Customer Experience Design Role working alongside Digital Scrum Teams
- Completed Front-End Dev Courses: Skillshare, Wes Bos, Udemy, Udacity, FreeCodeCamp

SKILLS AND ACCOMPLISHMENTS

- **Technical Skills:** JavaScript, HTML, CSS, React, GraphQL, API's, Design-Systems, Git, A11Y
- **Career Skills:** Communication, Collaboration, Teamwork, Stakeholder Management, Agile
- **Achievements:** IAG Awards, Toastmasters, FreeCodeCamp, Wes Bos, Skillshare Certificates

PROFESSIONAL EXPERIENCE

Freelance Web Development & Design, Lodestone Studio, NZ *Oct 2020 - Current*
Travelling, Job Applications, Online Education, Dublin & London *Feb 2019 - Aug 2020*

IAG (Insurance Australia Group), Auckland, NZ *Oct 2014 - Jan 2019*

- **Customer Experience Design Lead 11 months**
 - Created Service Design Maps used to improve the digital user-flow of lodging claims online (~45,000/year) and purchasing business insurance online, with the IAG digital Scrum Teams. Contributed to customer research projects (~3) and workshop facilitation (~20)
- **Customer Insights Consultant 1 year**
 - Analysed ~800/week NPS surveys and completed ~50/week customer phone interviews
- **Senior Insurance Claims Manager 8 months**
 - Managed ~50 ongoing complex claims. Mentored and coached peers. Built SharePoint tools to improve team efficiency. Supported Digital team as Subject Matter Expert
- **Insurance Claims Manager 2 years**
 - Managed ongoing portfolio of ~200 domestic claims. Improved process documentation

ST JOHN AMBULANCE, Emergency Call Handler, AKL, NZ *Sept 2012 - Aug 2014*

EDUCATION

Bachelor of Arts (B.A.), Psychology *Feb 2009 – July 2012* Massey University, New Zealand