

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

Employment History:

Insurance Australia Group, New Zealand Oct 2014 - Jan 2019

Customer Experience Design Lead 11 months

Worked with cross-functional teams across IAG to design new and improved digital, phone and in-person service experiences.

- Led Design Discovery for a new online vehicle claim submission experience. Facilitated customer research, design sprint workshops, created a service design blueprint, identified risks, created design principles and presented to senior stakeholders.
- Designed a Customer Journey Map of IAG's Small-Med B2B sales process. Identified key pain-points and moments of truth then presented solutions to Senior Leadership to address issues.
- Co-created internal staff coaching and call-quality resources for the Small-Medium Business leadership team, delivered training.

Customer Insights Consultant 1 year

Customer-feedback analyst role focused on analysing, interpreting and reporting on customer-feedback trends, issues and complaints.

- Called ~1200 customers to conduct customer research interviews based on NPS customer satisfaction surveys.
- Built customer pain-point tracking database using SharePoint.
- Participated in ~15 days of Google Sprint adapted HCD Sprints.

Senior Insurance Claims Manager 8 months

Account management role responsible for portfolio of ~50 complex insurance claims, ad-hoc complaints, mentoring and coaching.

- Successfully managed technical, complex and large claims and complaints within my delegated authority of \$50,000 NZD.
- Implemented a new SharePoint team site to improve Senior Claims Manager team collaboration and documentation.

Insurance Claims Manager 2 years

Responsible for ~200 personal property and motor claims.

- Proactively implemented improvements to documentation, claim settlement and payment authority processes.

St John Ambulance, New Zealand Sept 2012 - Aug 2014

Emergency Medical Call Handler 2 years

Responsible for phone-based medical triage and ambulance dispatch for urgent and non-urgent events and emergencies.

- Resolved ~200 emergency and routine 111 phone-calls per shift.

Tools:

Experienced: Figma (*Design, Prototyping, Components*), HTML, CSS, MacOS, Windows, PowerPoint

Familiar: Illustrator, InVision, Sketch

Aware: Photoshop, Principle

Skills and Capabilities:

- Lateral, critical thinker experienced at solving ambiguous problems
- Comfortable with workshop facilitation, planning and delivery
- Proactive at identifying and implementing creative solutions
- Experienced with business models, strategy and commercial practice.
- Experienced with user experience processes, methodology and tools
- Familiar with modern design approaches including design systems
- Experienced with writing semantic HTML and modern, responsive CSS
- Strong and empathic communicator capable of building deep rapport with customers and colleagues
- Experienced with NPS customer satisfaction analysis and strategy
- Comfortable working with senior and executive-level stakeholders

Achievements and Awards:

- FreeCodeCamp Visual Web Design Certificate (2019).
- Designed and built CharacterCounter with 102 upvotes on Product Hunt.
- Customer-First Award Recipient, IAG NZ (2017). Award given for customer advocacy in 500-person department.
- Regular internal IAG awards for innovation, leadership and teamwork.
- Founding Executive Committee, Corporate Toastmasters Club (3-Mo), Executive Committee, Community Toastmasters Club (15-Mo).