


CHRIS AUSTIN

ANALYST & OPERATIONS

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 [Available on request]

EXPERIENCE - KEY POINTS

CONSULTING

2022 - Part of the Data Visualisation team for the EY US Gun violence dashboard PACE project. Played an integral role in taking external data sources and developing a user-friendly interactive dashboard in Power BI. Heavy collaboration with team members and EY mentors, using my own resources to create a VM to increase efficiency within the team. Utilised my presenting skills to communicate progress and final product to EY.

2021 - Performed deep-dive and analysis into not-for-profit AUSMAPs current microplastics data entry, transformation, storage and cybersecurity methodologies. Explored and developed better methods and wrote a detailed Standard Operating Procedure to assist the AUSMAP team after project handover.

BUSINESS ANALYSIS

2022 - Heavily involved in analysis and implementation of two price increases and its commercial impact at Energizer, and was a key player in ensuring compliance of new 'button battery' legislation across key accounts.

2020 - Created an analytical tool to breakdown sales, service, and compliance data for PPL R Key, increasing insight into the business and making the data trackable. Analysing the data using this tool to find trends and weaknesses allowed me to make suggestions to improve performance across teams.

2017-2020 - Investigating revenue discrepancies at Jelly Communications through customer data analysis, following established and my own end-to-end developed claims processes.

2017-2020 - Using Medallia to analyse NPS trends and communicate the customer's voice to the Jelly Communications team, helping to address any issues with customer experience in-store.

PROCESS IMPROVEMENT

2022 - Used and analysed multiple data sources while working closely with internal and external Field, Supply Chain and Commercial teams to improve promotional activity store compliance to help drive promotional sales.

2021 - Optimised the claims process during a corporate buy-back of PPL R Key's Telstra Stores, helping stakeholders reduce the amount of outstanding revenue across all four locations within a short deadline.

2020 - Created and implemented new systems for PPL R Key with results such as: Improved Net Promoter Scores (from 8.45 in Q2 to 55.07 in Q3, a 551% increase), an increase in landed internet/landline revenue (+24% Q2 to Q3), and a higher percentage of complete "fixed" service orders (63% Q2: 87% Q3).

STAKEHOLDER ENGAGEMENT

2022 - Relationship and customer management with relevant business account stakeholders, including presenting our key promotional plans to all of Energizer's Field team and internal employees of 100+ people and liaising with hundreds of external stakeholders at their supplier tradeshow.

2020-2021 - Keeping stakeholders of PPL R Key up to date on their business in a business analyst capacity, mostly using Excel, Tableau, and Power BI.

LEADERSHIP AND COACHING

2022 - Took charge of a change of supply chain to ensure flood affected areas in Victoria had supply of Energizer batteries and lights in their stores.

2017-2020 - Successfully trained and coached incoming staff across teams, as well as existing staff in my duties as my role transitioned to be more remote.

2013-2017 - Presented at team meetings to train other sales staff due to my consistently high NPS, having had an empathetic relationship with customers, meeting their needs and exceeding their expectations.

EDUCATION

Bachelor of Advanced IT with a Major in Information Systems and Business Analysis - Macquarie University

2020-2022 Including major projects with EY and the Australian Microplastic Assessment Project (AUSMAP)

Bachelor of Science - Psychology - Macquarie University

2009-2012

SKILLS

SYSTEMS EXPERIENCE

Creating Power BI visualisations & dashboards

MySQL

Microsoft 365

Highly proficient in Excel

Data Entry and Analysis using systems such as: Power BI, Medallia, Tableau, IRI Aztec, Quantum, Excel and Sheets

Figma Wireframes, Mockups and Prototyping

Experience in SAP

Set up + Support back/front-end LAMP & LEMP web servers and Content Management Systems such as Wordpress and Pixieset

Salesforce & Siebel experience

Proficient in Google Workspace / G Suite (both app front-end and admin back-end)

Adobe Creative Cloud: Acrobat Pro, Photoshop, Lightroom Classic, Bridge

PROJECT MANAGEMENT

Experience in Agile (Scrum and Kanban) and Waterfall Methodologies

Experience in Azure DevOps & Microsoft Project

PROFESSIONAL

Proficient at internal and external stakeholder engagement

Strong communication and collaboration

Ability to self-manage

Initiative and creative problem solving

Takes ownership of tasks

REFEREES

[Available on request]

EXPERIENCE - CHRONOLOGY

BUSINESS ACCOUNT EXECUTIVE

Energizer Holdings Inc. | January 2022 - Present

- Cross-departmental support and management with internal and external stakeholders, including Supply Chain, marketing and Commercial departments, to achieve company financial and compliance objectives
- Managing trade spend, monitoring sales and financial reporting
- Implementing promotional activities across customer store network; engaging and reporting on compliance and effectiveness of activities
- New product development
- Relationship and customer management with relevant retail contacts

BUSINESS OPERATIONS SUPPORT/ANALYST

PPL R Key (trading as Telstra Store Randwick / Richmond / Maroubra / Rockdale) | March 2020 - August 2021

- Leading Process Improvement projects to optimise areas of the business, usually via Agile or Waterfall methodologies
- Reconciliation, analysis and reporting of all locations' revenue
- Investigating all revenue discrepancies through customer data analysis, following established and created end-to-end claims processes
- Working dynamically between Excel, Salesforce, Siebel and ClickPOS daily

BUSINESS OPERATIONS MANAGER

Jelly Communications (trading as Telstra Store Seven Hills / Richmond) | May 2017 - February 2020

- Reconciliation, analysis and reporting of both locations' revenue via Excel
- Ensure the efficiency and effective functionality of the store
- Ordering of mostly high value stock and frequent stocktakes
- Maintaining store and staff compliance with both Telstra business rules and consumer law
- Manager duties including coaching to help develop a productive team

TECH EXPERT & CUSTOMER ADVISOR

Telstra Corporation Limited - Telstra Store Top Ryde | June 2013 - May 2017

- Working both independently and collaboratively in order to meet both sales and service (Net Promoter Score) targets
- Expanded my initial role to look after the in-store IT systems (eg: the sales and service computers, point of sale devices, printers, etc.) and frequent visual merchandising changes
- Looking after both customer and staff problems and queries related to technology

TECHNICIAN

Red vs Blue Epping | December 2008 - June 2011

Expanded customer assistance role to include repairs, installations, and configurations of hard- and software for 70 front of house PC's and back of house server.