

# Andrew James Powell

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I am a qualified IT professional with a career spanning 11 years throughout Australia, the United Kingdom and the United States. I have experience in varied roles, industries and company sizes; from 5 person startups to 100,000 person corporations. My experience has provided me with a strong foundation across technical and business aspects of IT, and a solid understanding of the needs of internal and external customers. Combining my technical background with a passion for people, and an interest in service excellence, I have been successful in leading business- and customer-focused teams.

## Professional Experience

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### YGAP • September 2015 – Present

*YGAP runs social enterprises and innovative fundraising campaigns and uses the funding to find and back impact entrepreneurs who are changing the lives of people living in poverty.*

#### **5cent Campaign Logistics Coordinator (Volunteer)**

Coordinate the delivery of 5cent campaign support material to schools, businesses and homes throughout Australia.

### Sidekicker • September 2015 – December 2015

*Sidekicker provides an on-demand workforce allowing businesses to hire, manage, pay and rate independent workers, all via a single platform.*

#### **Operations Business Analyst (Contract)**

Contracted to analyse and document marketplace and support processes.

### CoinJar • January 2014 – August 2015

*CoinJar is a next-generation personal finance account offering a simple way to buy, sell and spend bitcoin.*

#### **Head of Customer Support**

Built, from the ground up, and led a lean customer and merchant support team, bringing together great people with the right tools and processes to deliver support to 50,000 customers from Australia and around the world. Deputised for co-founders, in a HR capacity, any time they were absent from the office.

#### **Responsibilities**

- Provided direct leadership to two support team members, and de facto leadership to 6 colleagues in the Melbourne office.
- Built support team to facilitate international growth whilst remaining lean and customer focused.
- Oversaw fraud prevention and mitigation strategies, for both ID and financial fraud.
- Delivered regular customer support insights to leadership, through the preparation of comprehensive monthly reports.
- Managed company-wide team member on-boarding and departure processes, particularly system access management and auditing.

### Key Achievements

- Reduced *first response* time from 3 days to 25 minutes (sustained for over 12 months while customer base doubled) by consolidating support forums, improving knowledge base and self-service options, and deploying tools to improve team member efficiency.
- Extended support hours by 50% by hiring team member to work from remote time zone.
- Maintained an average customer satisfaction rate of above 95%, based upon an average 25% response rate (sustained for over 12 months while customer base doubled).
- Implemented a new instance of Zendesk customer service platform, configuring robust, effective workflows and automations to reduce "busywork" and enable a small team to efficiently deliver an exceptional customer experience.

## Microsoft (Yammer) • July 2012 – January 2014

*Yammer is an enterprise social network, empowering employees to be more productive and successful by enabling them to collaborate with ease.*

### Technical Support Lead, Asia Pacific, Yammer

Led technical customer support for the Asia Pacific contingent of Yammer's eight million global users (200,000 businesses), as part of a globally distributed technical support team.

### Responsibilities

- Delivered technical support to Yammer customers throughout the Asia Pacific region.
- Provided leadership and coaching to team members both locally and based in San Francisco.
- Implemented processes improving the consistency of support delivered to customers globally.

### Key Achievements

- United a fledgling global support team by instigating regular structured team calls, providing remote team members from three continents the opportunity to engage, learn and develop.
- Aided the transition from in- to out-sourced support by developing and conducting product training with 20 staff on-site at Manila based provider.

## Lion (formerly National Foods) • January 2008 – July 2012

*Lion is one of Australasia's largest food and beverage companies marketing premium brands throughout Australia and New Zealand.*

### IT Policy & Process Analyst • December 2010 – July 2012

Performed policy and process research, whilst undertaking ITIL Change Manager role and delivering associated training to the national IT team.

### Responsibilities

- Liaised with IT leaders and team members to research and develop solutions to IT problems and improvement initiatives.
- Prepared the weekly Change Advisory Board (CAB) meeting, reviewing all pending Change Requests to ensure they are well planned prior to presentation at CAB, then followed up issues with appropriate parties prior to approving Change Requests.
- Developed and conducted ongoing training for IT team members in Change Management process and software.

### Key Achievements

- Recruited 9 Service Desk team members, as part of Service Desk in-sourcing, 7 of whom were retained in the team after 18 months.
- Trained 50 team members in new Incident and Change Management tool-set and processes. Training material was still actively utilised 18 months later.
- Planned, data-mapped and migrated master data and open incidents to new Incident and Change Management tool-set without data loss or adverse customer impact.

## Earlier Roles

Role	Company	Dates
IT Operations Analyst	National Foods	July 2008 – December 2010
.NET Application Support Engineer	National Foods	January 2008 – July 2008
Desktop Support Technician (Contract)	St George's Healthcare, London	July 2007 – December 2007
PC Rollout Technician (Contract)	Health Protection Agency, London	March 2007 – June 2007
Travelled		August 2006 – February 2007
.NET Application Support Engineer	National Foods	March 2006 – July 2006
K2 Workflow Developer†	National Foods	July 2005 – November 2005
IT Support Technician (Volunteer)	Volunteering Victoria	March 2005 – July 2006
IT Helpdesk Agent†	The Age	February 2004 – July 2004

† Industry based learning during Bachelor of Information Technology

## Education

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### Swinburne University of Technology

#### **Bachelor of Information Technology • 2003 – 2006**

Awarded scholarship in industry-sponsored course which included 40 weeks of embedded industry based learning.

Achieved distinction average in course results.

## Additional Information

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### Professional Development

- ITIL V3 Foundation Certificate – Itilics, Melbourne – 2008

### Personal Interests

- Running – Aiming to complete 2016 Melbourne and New York marathons.
- Travel – Spent six months travelling Europe and the United States after graduation, settling for a further 12 months in London.
- Hobbyist Developer – Enjoy dabbling in a bit of web development.
- Film and Reading