

Kawashi Othow

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Personal Profile

I am an exceptional project professional with proven skills in data analytics, stakeholder management and problem-solving. A true all-rounder, I am experienced in simultaneously managing many stakeholder relationships and balancing multiple projects and programs both within a large corporate environment and a grassroots startup. Throughout my career, I have mastered a diverse range of skills, including business and strategic analysis, and bring a professional, yet creative and hands-on approach to all challenges. I have been successful in implementing process improvements resulting in a reduction of program costs by 20% and using data-led strategic decision-making tactics to ensure growth and success in the projects and programs I've led. I am passionate about supporting social enterprises and creating opportunities to positively affect the lives of people of diverse backgrounds (with a focus on mental health) in any position I hold.

Core Competencies

Project & Program Management
Stakeholder Management
Data Driven Insights & Analytics
Structured Problem-solving

Strategic Thinking & Analysis
Business Analysis
Social Media Management
Communications

Employment

DivTal

Feb 2020 – Current

Business Strategy Analyst

DivTal is a start-up, social enterprise that has created an online job platform that connects inclusive employers to job candidates from underrepresented minority backgrounds.

Key Responsibilities:

- Establish DivTal's strategic internal operations system and business processes while documenting user cases.
- Strategic decision making through data-driven analysis during the pre-launch and post-launch phases, including selection & implementation of a payments platform and internal systems.
- (end-to-end) Management of background operations of the DivTal platform, including vetting and approval of all candidate applications, email marketing and email platforms.
- Management of all DivTal social media accounts and digital marketing, including content creation.
- Management of reporting systems & procedures for client and supplier information.

Key Achievements:

- Market research, selection & implementation of a payment's platform and integration into DivTal's website (hosted on WordPress). This ensures a smooth transition from a prospective client to a customer, resulting in a decrease in lost sales.
- Creation & implementation of multiple systems to seamlessly run DivTal's internal business operations and client management. This has created a strong, reliable and efficient base for DivTal to scale its business while continuing to effectively service its clients, demonstrating my ability to make decisions using strategic direction.
- Social media content creation and management of both DivTal's candidate launch and employer launch virtual events and active growth of its followers.

National Australia Bank (NAB)**Nov 2017 – Feb 2020***Associate (Program Manager), Social Impact (formerly known as Corporate Responsibility)**Key Responsibilities:*

- Maintained hundreds of relationships with not-for-profits on behalf of NAB (Australia) as a manager of the bank's national employee giving programs including volunteering and workplace giving (20,000+ volunteering opportunities per year).
- Proven ability to draw insights from raw data and responsible for creating monthly reporting and data dashboards distributed to the NAB Group senior leadership team.
- Efficient and proficient daily management of numerous internal systems and databases.
- Volunteer program ongoing strategy development and process improvement.
- Management of all finance activities for employee giving programs including, budgeting (\$250k~), invoice management and financial data analysis.

Key Achievements:

- Lead in providing data for the half year and full year NAB Group results published in the 2017/18 and 2018/19 Sustainability reports as related to Employee Engagement Programs within Strategic Giving at NAB. Executive leaders and Investors regarded the results of the Employment Engagement Programs as an integral indication of NAB's non-financial performance.
- Refined the program's fee-for-service process and financial budget (\$250k~), reducing costs by 20%, and had difficult negotiations with not-for-profit partners regarding reducing funding of volunteering opportunities.
- Created and implemented an automated process to capture user failure and to monitor public liability certificate expiry for all community partners. This process strengthened the largest key risk control within the team and minimised NAB's exposure to Health & Safety claims.
- Management of NAB's Strategic Giving response to Australia's 2020 bushfires, including facilitation of national donations of time and money and successful collaboration with teams throughout the business.

Credit Union Australia**Nov 2015 – Nov 2017***Member Service Adviser**Key Responsibilities:*

- Professionalism in dealing with customer's finances.
- Assisting customers in day-to-day enquires involving all aspects relating to their bank accounts (including but not limited to everyday banking, lending products, investment accounts and credit cards).
- Efficient and proficient daily use of numerous financial systems.
- Identification and application of appropriate resolution processes required to resolve customer enquiries.

Key Achievements:

- Actively regarded as a trusted employee to answer questions from colleagues correctly and efficiently while continuing to effectively serve my own customers.
- Organisational and teamwork skills demonstrated through the collaborative planning of events and programs including the CUA 2016 Staff Christmas Party and creation of in-house Reward and Recognition Programs as an Engagement Champion.

Skills

- Proven exceptional program and project management skills with familiarity in the various management methodologies (including agile & waterfall).
- Highly developed stakeholder management skills with the ability to influence at all levels.
- Continuous process improvement - including successfully working across a large corporate (legal, health & safety and risk departments) to implement program improvements.
- Proven analysis and innovative problem-solving skills, the ability to interpret, structure, present, and articulate complex information and insights with clarity and at a level that aligns with the audience.
- Strategic analysis skills to design and implement program improvements to ultimately drive volunteer and community engagement.
- Commercial acumen with strong internal consulting capabilities and attention to detail.
- Strong communication skills, including excellent written and verbal communication with comfort in speaking with senior management.
- Advanced skills in Microsoft Excel and intermediate skills in financial modelling (including budgeting and forecasting).
- Proven ability to analyse raw data sets to create easy-to-understand reports in a presentable design.
- Demonstrated ability to manage financial budgets and timely creation and distribution of reports.
- Intermediate skills and experience in website building and development.
- Training and people management skills gained through my time as a Manager and Crew Trainer at McDonald's (2010 – 2015).
- Excellent interpersonal skills with superior organisation and time management. Self-motivated, accountability & reliable with a strong work ethic and desire to succeed, both autonomously and collaboratively.
- Excellent computer skills with the confidence to learn new systems efficiently and thoroughly and a proven ability to create process documentation and use case instructions with this knowledge.
- Strong and engaging presentation and hosting skills (experienced in presenting to teams, hosting a large event with executive leaders in attendance and elevator pitches representing NAB's Social Impact team to groups of over 150 employees).
- Event coordination, planning and management skills (planning and on the day supervision of multiple Diversity & Inclusion events with 250+ guests including CEO and other executive leaders at NAB).

Education

2019	Business Acumen Course and Influencing Effectively Course through employment at NAB
2017	Bachelor of Commerce (Accounting) Swinburne University of Technology
2014	Diploma of Business Swinburne University of Technology
2014	Management Training/ Completed Certificate III in Retail Shift Assistant Manager at McDonald's
2013	Year 12 VCE Wellington Secondary College

Community

- Network of African Australian Professionals (NAAP) - Executive Committee Member
- South Sudanese Support Group (SSSG) - Committee Member
- Cultural Inclusion: NAB Employee Resource Group - Committee Member
- Mentor for African Australian Inclusion Program (AAIP) participants at NAB (in partnership with Jesuit Social Services)