

## Benjamin Adam Naylor

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## Personal Statement

A **team player** that is always interested in the high quality end result. Happy to **coach** and advise other team members to better **improve work morale** and productivity. I'm always **attentive** and eager to further my future career by constantly **looking at improvement opportunities** in both my personal and company performance. For each position I have held, I have found a processes and tools that can be designed better and utilised to **improve company profitability**. I am a power user of the Microsoft product family, including VBA, Excel, Access, Word, PowerPoint, SQL Server, and SQL Services Reporting Services. I regularly reflect on past tools and processes I have used to ensure that any and all current processes I follow are operating at a **maximum efficiency**. I relate well to people from all age groups, ethnicities, and walks of life.

## Health Status

- Healthy
- Non-smoker
- Regular gym exercise regime

## Education History/Certifications

Gen-i Academy:

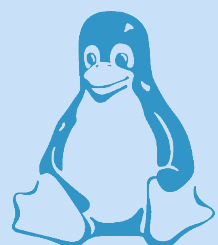
- ITIL® version 3 Foundation
- Operations Specialist – Delivery
- Operations Specialist – Technical & Solutions

Massey University Papers:

- Chemistry and Living Systems (123101)
- Chemistry and Material World (123102)
- Biology of Cells (162101)
- Programming Fundamentals (159101)
- Object Orientated Programming (159234)
- Computer Science Fundamentals (159102)

## Interests/Hobbies

- ICT and everything computers (C/C++ Development, Computer Gaming, Linux – Ubuntu)
- Android application development
- Eclectic music taste – Enjoyed through Digital and Vinyl Recordings

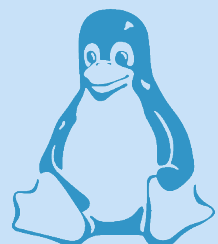


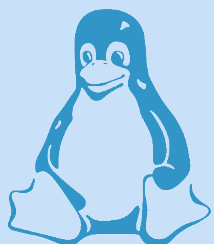
## Previous Employment

<i>Company – Role</i>	Gen-i – Operations Specialist (Documentation and Reporting Specialist)
<i>Service Period</i>	September 2009 -> Present (1 year 9 months)
<i>Reason for leaving</i>	Career Advancement
<i>Description of role</i>	<p>Regular BAU activities and responsibilities included producing and maintaining regular reporting, developing and maintaining the 24x7 roster used in the Gen-i NOC, and owning the decision making on the Gen-i NOC knowledgebase. Additionally I have been involved in investigating escalations, and maintaining the forecasting for the amount of work and/or the expected work volumes.</p> <p>The reporting and knowledgebase were both developed by me from when I joined the Gen-i NOC. I have continued to progress and develop the reporting function to allow for accurate financial labour recoveries, and to develop structure around when the reports were produced, and when they were reviewed. The forecasting and future casting mentioned above was also created by me, which has led to developing an accurate utilisation model.</p> <p>In addition to this work, my capabilities have been utilised for the wider business unit to help with building the reporting capability. This involved developing annual leave reporting in a visual format, developing visibility of efficiencies across the business unit, developing crucial business metrics (e.g. AHT), and collecting and producing data to be later entered into a resource management system.</p>

<i>Company – Role</i>	Telecom NZ Ltd – Reporting Analyst
<i>Service Period</i>	July 2009 -> September 2009 (2 month secondment)
<i>Reason for leaving</i>	Secondment ending, looking for career advancement
<i>Description of role</i>	<p>I was seconded into this position as one of the team members was taking extended leave.</p> <p>Although it was a short period of time, my role in this position was to run the regular daily reporting, and add to the weekly reporting. The daily reporting consisted of contacting the business units and identifying possible reasons for variations from targets. This was then documented and sent to the wider retail team.</p> <p>During my time in this role, I was tasked to bring weekly and monthly reporting in from a business unit, which was completed successfully and handed over in the time frame I was in this role</p>

<i>Company – Role</i>	Telecom NZ Ltd – Service Delivery Co-ordinator
<i>Service Period</i>	February 2008 -> July 2009 (1 year 5 months)
<i>Reason for leaving</i>	Secondment opportunity
<i>Description of role</i>	<p>The BAU work in this role consisted of Real Time Traffic Management of the Telecom Retail contact centres, with other Moves, Adds, and Changes (MAC) work to the call routing system. The majority of this role consisted of working relating to MACs however it progressively changed to a focus on to managing real time call volumes. I helped lead this change, and was seen as one of the “go to” people in the team to provide both answers, and solutions as to what to do next.</p> <p>In this role, I saw many chances for improvement which I took upon myself to implement. Two of the major changes allowed the team to attend to the MACs within a much shortened timeframe (this tool remains in use to this day), and another gave visibility on the day of requirements vs. actuals. Both of these improvements changed the way the team worked with its workload, and allowed more time to be spent on more vital tasks.</p>





## **Referees**

<i>Name</i>	Leilani Burich
<i>Contact Number</i>	<available on request>
<i>Current Employer/Position</i>	Gen-i – Capabilities Manager
<i>Relationship</i>	Current Manager

<i>Name</i>	Adrian Tan
<i>Contact Number</i>	<available on request>
<i>Current Employer/Position</i>	Gen-i – Capabilities Manager
<i>Relationship</i>	Friend/Previous Colleague