ANGELA CROWDER

SENIOR DATA ANALYST | COMPLIANCE & RISK ANALYTICS

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EDUCATION & ACCREDITATION

Tier II Accreditation – Deakin University, 2012

Bachelor of Human Resources Management – University of Queensland, 2008–2011

PROFESSIONAL PROFILE

Senior Data Analyst with 10+ years' experience across banking, compliance, and risk environments within a Tier 1 financial institution. Proven ability to translate complex data into actionable insights that support regulatory compliance, operational efficiency, and strategic decision-making. Experienced working with large datasets, developing automated reporting solutions, and partnering with senior stakeholders across business, risk, and compliance functions. Brings a strong governance mindset, high attention to detail, and a continuous improvement approach suited to corporate environments.

CORE CAPABILITIES

- Advanced data analysis & interpretation
- Regulatory compliance analytics
- SQL-based querying & data interrogation
- Dashboarding & automated reporting
- Risk & control frameworks
- Stakeholder engagement & executive reporting
- Process optimisation & continuous improvement
- Financial services legislation & governance
- Data quality assurance & controls
- Cross-functional collaboration

KEY ACHIEVEMENTS

- Promoted to Well Managed Compliance Expert in recognition of strong analytical and regulatory capability.
- Achieved highest compliance results in Queensland across multiple financial years.
- Contributed to the development of automated data and reporting solutions used at scale.
- Recognised for ability to translate regulatory requirements into practical, measurable analytics.

PROFESSIONAL EXPERIENCE

ANZ Bank – Brisbane   **Dec 2019 – Present**
Well Managed Compliance Expert

- Analyse enterprise-wide compliance data to assess adherence to regulatory, licensing, and internal policy requirements.
- Provide data-driven insights and recommendations to senior leaders across risk, compliance, and business units.
- Design and maintain reporting frameworks that monitor compliance effectiveness, control performance, and emerging risk themes.
- Interpret regulatory obligations and translate requirements into measurable data points and reporting metrics.
- Conduct root cause analysis on incidents and breaches, supporting remediation strategies and process redesign.
- Partner with analytics, technology, and business teams to improve data integrity, reporting efficiency, and system capability.

Segmentation Analyst (Secondment)   **May 2019 – Dec 2019**

- Delivered high-level analytical support to segmentation and portfolio teams using large, complex datasets.
- Developed and refined SQL queries that formed the foundation of automated segmentation and reporting processes.
- Produced insights that informed customer strategy, risk profiling, and performance tracking.
- Supported governance and compliance checks within customer transfer and approval workflows.
- Built analytical capability through remote collaboration with senior analysts and data specialists.

Assistant Manager   **Feb 2017 – May 2019**

- Coordinated end-to-end loan settlement processes, ensuring data accuracy, compliance, and timely delivery.
- Analysed customer feedback and operational metrics, achieving a Net Promoter Score of 9.3/10 in FY18.
- Applied judgement-based credit policy analysis, achieving top compliance scores nationally (97/100; 95/100).
- Worked closely with credit, risk, and operations teams to streamline workflows and improve service outcomes.

Small Business Specialist   **Nov 2014 – Feb 2017**

- Analysed portfolio performance and customer data to drive lending and growth outcomes.
- Exceeded regional KPI targets by 20% and supported branches achieving 110% of performance targets.
- Provided data-informed recommendations to support customer decision-making and risk management.

VOLUNTEER EXPERIENCE

Lifeline Bookfest – Uniting Care Community | June 2013 – Present

REFERENCES

Available upon request