

Digital Skills Profile



What digital skills do you use in your job?

Communication and Collaboration- "We use teams quite a lot on a daily basis, for example we have a hub we all use to communicate with each other if there is a customer enquiry we don't know the answer to we can see if anyone else has experienced the issue and has a solution. We also use email plenty to communicate to customers and collaborate with the payments team to ensure information is carried across correctly."

Digital learning- "Every 3 or 4 months we have online training through our company hub so we can keep up to date with our digital skills and be able to find and use information. So at the moment we've got one to make sure were utilising the Microsoft systems correctly."

Information and Digital Literacy- "We have a lot of Excel spreadsheets with customer data to work with them to make sure they get the information they need and to match up data and information with the payments department."

Where did you learn these skills?

"A lot of the basic Microsoft software was introduced at university and I was also figuring things out by myself and with my friends and then my employer taught us a lot of the job-specific stuff using their online training."



Are there any digital skills you wish you had learnt before you graduated?

"Probably just improving **technical proficiency** overall because life is quite online now. Also going over the **digital identity and wellbeing** because I think we really covered all the data and technical side of things but not how to use your online profile to help you get a job and how to portray yourself."

When did you graduate from AU?

"2022"

What did you study?

"Psychology and Criminology"

What are you doing now professionally since graduating?

"I work in Mortgage Servicing for TSB Banking so taking payments and answering customer enquiries."



Stephanie Mogridge