

# Ross Crawford

HEALTHCARE TECHNOLOGY IMPLEMENTATION SPECIALIST

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Melbourne, VIC (Relocating March 2026) • ross-crawford-portfolio.netlify.app

*New Zealand Citizen - Full, unrestricted work rights in Australia (SCV 444)*

## PROFILE

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3+ years coordinating NDIS-equivalent support with emerging technical skills in automation and system integration. Proven ability to assess needs, coordinate multi-stakeholder services, and maintain detailed documentation in high-stakes healthcare environments. Currently building AI tools for NDIS coordinators. Relocating to Melbourne March 2026 to pursue roles in HealthTech implementation and support coordination.

## CORE COMPETENCIES

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### Technical & Systems Experience

- Web development: HTML, CSS, JavaScript
- Programming: Python, Java (foundational)
- Tools: Git/GitHub, Agile/Scrum, CRM systems, Figma, VS Code
- Current project: Building RAG-based NDIS assistant (OpenAI API, Python)

### Coordination & Stakeholder Management

- Multi-stakeholder coordination across healthcare providers, government agencies, and families
- Complex CRM system navigation and documentation management
- Client assessment and individualised support planning

- Crisis intervention and de-escalation with vulnerable populations

## **Psychology & User Behaviour**

- Bachelor's degree in Psychology - understanding user adoption barriers
- Trust-building with disengaged or hesitant individuals
- Behavioural insight applied to system design and change management

## **WORK EXPERIENCE**

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### **Whānau Support Worker**

NZCL • Wellington, New Zealand • February 2024 - February 2025

- Coordinated NDIS-equivalent support for clients with complex needs, conducting comprehensive assessments and developing individualized support plans
- Maintained 100% documentation accuracy across complex CRM systems while managing competing priorities in high-stakes environments
- Coordinated multi-stakeholder services across healthcare providers, government agencies, and family networks

### **Navigator/Support Worker**

Emerge Aotearoa • Wellington, New Zealand • September 2021 - January 2022

- Provided crisis intervention and relationship-building support for suicidal teenagers in respite facility
- Developed trust-building strategies with hesitant and disengaged individuals during acute mental health crises
- Applied de-escalation techniques and crisis management protocols in high-pressure environments
- Learned firsthand the importance of user-centered design when people are vulnerable and seeking help

### **Sales & Customer Service Representative**

Vodafone New Zealand • Wellington, New Zealand • December 2018 - April 2019

- Achieved consistent sales targets while maintaining high customer satisfaction scores
- Resolved technical issues and explained complex telecommunications systems to non-technical customers
- Developed communication skills for translating technical concepts into accessible language

## TECHNICAL PROJECTS

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### **NDIS Support Coordinator AI Assistant** • *Current Project*

Building intelligent assistant using API integration and retrieval systems to help NDIS coordinators instantly access policy information and templates. Designed to reduce documentation search time from 15 minutes to seconds.

*Technologies: API Integration, Retrieval Systems, Python, Healthcare Operations*

### **Therapeutic Massage Practice Website**

Built trust-focused website for massage and healing practice. Calming design with clear navigation to help first-time clients feel confident booking care. Live at [sensoma.co.nz](https://sensoma.co.nz)

*Technologies: HTML, CSS, JavaScript, Healthcare UX*

### **Tourism Management System**

Back-end system for multi-stakeholder coordination. Built for reliability and data integrity across complex workflows.

*Technologies: C#, Backend Development, Multi-stakeholder Systems*

## EDUCATION

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### **Bachelor of Arts in Psychology**

Victoria University of Wellington • 2018 - 2021

### **Software Development Diploma (Partial)**

Yoobee University, New Zealand • 2023 - 2024

## **Certificate in Health & Wellbeing (Mental Health & Addiction)**

Open Polytechnic, New Zealand • 2021