
Confidential

Resume

NAME



Address;

Ph:

Email:

CAREER OBJECTIVE

I'm a resourceful, enthusiastic & hard working person with a wide variety of skills and abilities drawn from several different industry backgrounds.....blah blah blah..... I'm currently seeking a challenging & varied role that will utilise those skills and more.

PERSONAL PROFILE

- Superior customer service skills
- High level of oral and written communication skills
- Well organised, punctual and able to complete tasks before due deadline
- Ability to work in a fast paced environment & juggle multiple tasks
- Always keen to learn new tasks & able to process new information quickly
- Ability to work well as part of a team and also the ability to work well unsupervised
- High attention to detail on administrative tasks
- Professional but approachable demeanour
- Hard working & enjoy being challenged
- Ability to step into a role and do well in it quickly

SOFTWARE SKILLS

Intermediate to advanced skills in;

- Microsoft office
- MYOB
- In-Design
- PC & Mac Platform

EDUCATION

- 2011 to present currently enrolled.....
- 2006-2010 Completed numerous certificates.....
- 2005 Bachelor. Of Communications
- 2000 Tertiary Preparation Certificate (TPC/HSC), TAFE

WORK EXPERIENCE

2004 Assisted in numerous roles in four different AFTRS shorts. Assisted in sourcing and making props, catering & varied ad hoc duties while on set depending on what was needed on the day.

AWARDS

Received Zonta of Nepean Valley TAFE Award (2000) for outstanding achievement in TPC results

EMPLOYMENT HISTORY

- Dec 2009 – Feb 2011** **Customer Service / Administration**, AMSL Chatswood NSW
- Sep 2009 – Dec2009** **Reception / Customer Service**, Fitness First Platinum Willoughby NSW
- May 2010 – Sep 2010** Receptionist/Office Administrator

DUTIES

Dec 2009 – Feb 2011 **Customer Service / Administration**, ABC Chatswood NSW

Duties: Worked as a call centre operator and also as chief administrator for the recycling bin program while a senior staff member was on indefinite sick leave. Left to pursue a more challenging work role and a career path more closely aligned with my communications degree.

Activities included;

- Responding rapidly to inbound service & consumables calls
- Troubleshooting and solving minor technical machine problems
- Assisting customers with support for user related issues
- Estimating ETA's on service calls by liaising with the service manager & updating the customer
- Using two different databases to place consumables & service requests & remaining flexible while we switched back and forth between the two to accommodate a new client.
- Full administration duties of the recycling program; the registration & delivery of the bins & the subsequent recycling pickups.
- Took over the recycling program with minimal notice and training & embraced the role enthusiastically.
- I received very positive feedback from the National Business Excellence Manager on my customer service skills while working on the recycling program.
- I also received very positive feedback from the Quality& Environment Manager whom I was assisting in covering these duties for.

Achievements:

- When I began in the role, many customers were waiting up to 3 weeks for a recycling pickup and when I left the role, the average pickup time was 5 business days. I contributed to these improvements by increasing the frequency of the reports sent to SIMS recycling & by requesting to be notified of all futile pickups so that I could chase them up with the customer immediately.

