

About Me

I have spent the last 18+ years developing a variety of skills that have served me well in diverse working environments and sectors in Australia as well as in Canada. I am seeking a new opportunity to utilise these skills. I also have a keen interest in Human Resource Management and I am currently enrolled at UpSkilled studying this subject.

Key Skills

Communication

- Ability to answer the telephone in a professional manner
- Able to communicate with people of all ages in a friendly manner
- Excellent listening abilities
- Excellent verbal skills

Customer Service

- Over 18 years experience with direct customer contact
- Able to deal with difficult customers
- Maintenance of retail space upkeep and presentation
- Accurate cash handling skills
- Able to efficiently and productively interact with team members

Experience

IT 4 Retirees
Admin Officer
June 2022 - Present
Adelaide, Australia

IT 4 Retirees is a South Australian family-owned business that offers group classes, 1 on 1 classes as well as remote classes to over 55's to assist with all IT issues they encounter.

IT 4 Retirees has allowed me to build on the skills gained previously as well as helping me to expand and build on these skills.

My Duties include:

- Scheduling appointments and managing the calendars for 26 trainers in multiple states.
- Schedule group classes using government grants for community organisations.
- Invoicing private clients as well as home care providers.
- Debt collection of all outstanding invoices.
- Reconciling trainer's invoices with calendar appointments and invoiced services for payroll.
- Contacting clients; new, previous and clients who have expressed interest in services.
- Updating and maintaining CRM database with up-to-date information on all clients.
- Update and manage the asset and stock database.
- Update Admin manual as processes update.
- Handle day to day enquiries via phone and email from general public, clients, and providers.

DPS Publishing
Client Services Representative
Nov 2019 - June 2022
Adelaide, Australia

DPS Publishing is a South Australian owned company. DPS Publishing produces The Aged Care and Disability Support Guides as both a printed guide and website. The Guides provide vital information, advice and news for people navigating through the Aged and Disability sectors.

DPS Publishing has seen me utilise the skills and experience gained during previous roles to provide great experiences for advertisers and consumers.

My duties include:

- Cold calling non-advertising companies to update and verify their listings details.
- Liaising with advertisers to ensure the correct artwork is supplied for publications and / or web advertisements.
- Designing and creating EDMs for advertisers which are received by up to 15,000 subscribers.
- Creating and maintaining our “how to” and support guides for customers using our online portal.
- Day to day handling of logistics associated with the distribution of thousands of magazine publications and mail campaigns.
- Onboarding and training of new customer service staff.
- Handling day to day inbound enquiries from our customers via phone and email.

Destination Slope &
Surf Outfitters
Retail Supervisor
Nov 2017 - Sep 2019
Vancouver, Canada

The Destination Slope & Surf Outfitters is a family owned store selling snow and water sport supplies to the North Shore of Vancouver, Canada.

I had the pleasure to be employed here for two years. During this time I was presented the opportunity to upskill in various areas of the business ranging stock management through to becoming an expert in winter sports equipment.

My day to day role was to assist in the invoicing, contract paperwork, payments and ordering stock whilst also assisting customers (in person and on the phone) with varying knowledge and skills.

Carlbergs Giftshop
Sales Lead Hand
May 2017 - Oct 2017
Whistler, Canada

Carlbergs Giftshop was a fun and happy work environment where I enjoyed putting skills gained previously to use.

The duties expected of me were as diverse as the people I worked with and the people I served.

These duties included reconciling invoices with stock, managing new and existing suppliers and products in the stock control system, assisting to manage and adjust the roster, opening and closing the store and being trusted with the security of the store, warehouse and vehicles by way of being issued my own set of keys and alarm codes.

I also assisted with stocktake counting and reconciling in the system, balancing cash registers and preparing for banking.

A large part of my role was to assist in the hiring, and training of new team members as well as upskilling existing staff members in new procedures and to step up into Lead Hand roles.

Whistler Blackcomb
EE Representative
Sep 2015 - Apr 2017
Whistler, Canada

As an Employee Experience Representative at Whistler Blackcomb I assisted new staff to finalise their work requirements such that they were able to bring their positions on time, fully equipped, in correct uniform and with all paperwork correctly completed and lodged.

Behind the scenes we assisted with the design, and ordering of new uniforms for the various departments.

I was able to utilise and build upon the relationships I established with Staff Members from all different departments as a Lift Host to install a positive and inclusive work environment.

Whistler Blackcomb
Lift Host
Mar 2014 - Sep 2015
Whistler, Canada

Working on Whistler Mountain as a Lift Host was a once in a lifetime opportunity. It enabled me to push myself out of my comfort zone and to broaden my horizons.

The role was a balancing act between ensuring guests had fun and enjoyed their experience while ensuring their safety and the integrity of the lifts.

The primary of a Lift Host is to liaise with the maintenance department ensuring all equipment functioned correctly and the lifts run smoothly.

In the summer of 2015 I was made Lead Hand at the WestCoaster Slide. Being Lead Hand meant that I was responsible for training new Staff on operating the Slide, as well as ensuring that all guests understood safety procedures. Safety was always of primary importance.

The Summer of 2015 was filled with challenges that led to my being awarded the title of Lead Hand of the summer.

In this highly dynamic role I was also able to enhance my customer service skills whilst also helping to instil the necessary work ethic onto staff from all over the world.

Coles Supermarket
Bakery In Charge
Feb 2012 - Jan 2014
Adelaide, Australia

In my role as Bakery In-Charge at Coles I was tasked with managing day to day operations of the bakery unit. During this time I also co-managed both Meat and Deli departments.

Key attention was required as goods sold in these departments often had a short shelf life. For the safety of our customers it was important that we ensured the timely removal of expired items.

Furthermore, it was my responsibility to manage stock rotation, stock ordering and the minimising of wasted stock.

It was in my time managing the department, that for the first time in the store's history the bakery department's waste was below projection and was making a profit.

Coles Supermarket

In this role I was tasked with creating and managing rosters for up to 25 staff which

*Service Second In Charge
June 2007 -Feb 2012
Adelaide, Australia*

was a complex process due to varying availabilities and skill requirements.

I was also responsible for ensuring tills were correctly balanced, legal requirements were met, store tidiness, handling refunds and addressing difficult customers.

*Bi-Lo Supermarket
Service Assistant
Mar 2005 - June 2007
Adelaide, Australia*

This was an entry level position as a checkout operator in which I was responsible for ensuring the correctness of my tills balance and also providing customers with a pleasurable experience whilst finalising their purchases.

*Goode Solutions
Receptionist
June 2004 - Dec 2004
Adelaide, Australia*

Goode Solutions was a small South Australian Owned Telecommunication company where I occupied an entry receptionist role where I prepared invoices, organised quotes and planned technicians schedules.

References

Happy to provide upon request.