



Stephanie Duffieux

ADMINISTRATION OFFICER
GRAPHIC DESIGNER

 37 Donnelly Street, Mango Hill QLD 4509

 stephanie.duffieux@gmail.com

 0420 579 085

Key Skills

- High level administrative & EA/ PA support.
- Accounts management.
- Project support.
- Graphic Design.
- Web Design.
- Customer Service.

Technical Proficiency

Platforms

- Windows/Mac

Applications

Advanced Microsoft Office

- Word
- Excel
- PowerPoint
- Outlook

Advanced Adobe Design Suite:

- Photoshop
- InDesign
- Illustrator

- Wordpress

Summary of Experience:

Enthusiastic bi-lingual (French/English) professional Administration Officer and creative Graphic Designer.

19 years experience in business administration, customer service, office management and general accounts management.

Qualified Graphic Designer with over 4 years experience, specialising in multimedia marketing, digital and print design. Skilled with Adobe Creative Suite (InDesign, Illustrator, Photoshop), Microsoft Office Suite and Wordpress.

Education & Qualifications:

- **Foundation & Advanced Skills for Elite Personal Assistants and Executive Assistants Training Course, 2017**
Professional Development Training, Brisbane QLD
- **Diploma in Graphic Design, 2012.**
Martin College of Business, Technology & Design, Brisbane QLD
- **Certificate IV in Graphic Design, 2011.**
Martin College of Business, Technology & Design, Brisbane QLD
- **French Baccalaureate, 2001.**
Lycée Laperouse, New-Caledonia

Personal Skills:

- Strong team player and ability to work individually.
- Excellent work ethic and upholding a strict level of confidentiality.
- Excellent computer skills and typing accuracy.
- High level of organisational skills and precise attention to detail.
- Positive, friendly personality.
- Reliable and quick learner, ability to multi task and meet deadlines.
- Diplomacy and sensitivity when working with clients.
- Excellent "can do" attitude towards work.

Work Experience

Executive Assistant / Graphic Designer

2017 - 2019 | Xplore Resources Pty Ltd, Brisbane

❖ Role duties & responsibilities:

Administrative Duties:

- Provide EA/PA support to the CEO whilst upholding a strict level of confidentiality.
- Coordinate executive communications, responding to emails and interfacing with clients on behalf of the CEO.
- Prepare external and internal corporate documents for team members and industry partners.
- Schedule and coordinate meetings and appointments.
- Agenda preparation and minute taking.
- Maintain an organised filing system of paper and electronic documentation.
- Develop and sustain a level of professionalism among staff and clientele.
- Provide high level administration support including diary management, schedules, presentation preparation, creating spreadsheets, registers, word processing.
- Management of administration assistant traineeship program.
- Support the Accounts Manager in processing tasks.
- Undertake ad-hoc administrative tasks at the request of the CEO, Accounts Manager, Deployments Manager and Geology Department.

Graphic Design Duties:

- Manage and process all graphic design tasks including the design of promotional materials and multimedia marketing for the company and business partners.
- Professionally design ASX Announcements and presentations for the Geology Department.
- Design of company brochures and marketing materials for large mining events.
- Design and layout of all content for large mining tender submissions, 300-500 pages, within tight deadlines.
- Website design, development and maintenance for various clients and business partners using Wordpress.
- Logo and brand identity design for various clients and business partners.
- Design and management of social media content for the company.

Customer Account Manager

2015 - 2017 | APN / News Corp, Yandina Qld

❖ Role duties & responsibilities:

- Ensure timely and accurate completion of all administrative duties including account management duties (invoicing, cost accruals and reconciliation)
- Customer order management, ensuring timely and accurate completion of customer's information included in system.
- Communicate with internal and external stakeholders on new and existing products to ensure products / customer needs are met within operational constraints.
- Assist with coordination of transport and publishing requirements.

- Develop an understanding of operational capabilities and contribute to improve customer outcomes.
- Contribute to business improvement and promote development of APN / News Corp Print business systems and process improvement.
- Contribute to a customer service culture throughout the Business based on service excellence.
- Develop dynamic and effective working relationships with external customers, business unit heads, team leaders and team members.
- Ensure clients are receiving the support and assistance required to achieve strategic business goals working with sales and operations.
- Provide support to the sales team and contribute to development and maintenance of a client relationship management strategy.
- Coordinate / manage issues as they arise in relation to customers and communicate with all key stakeholders.
- Work with sales team in providing direction and alternatives on proposal development , assist with presentation and negotiations with key stakeholders.

Administration & Customer Service Officer / Graphic Designer (Bi-Lingual French & English)

2013-2015 | Mail Marketing & Telemarketing Solutions Pty Ltd, Brisbane

❖ Role duties & responsibilities:

- Provide administrative support to the Customer Service department and assist in daily banking, data entry and mail room duties
- Maintain and update client data base.
- Provide assistance in reception and front desk duties.
- Provide a high level of customer service to international clients, English and French.
- Proof reading of various translated documents English to French.
- Assist the arts & production department in designing brochures using Adobe Illustrator, InDesign and Photoshop.

Administration/Customer Service/Accounts Officer, Personal Assistant to CEO

2009-2011 | Pacific Air Cargo Pty Ltd, Brisbane

❖ Role duties & responsibilities:

- Perform all related corporate and administrative duties, working closely with the operations and sales team to ensure accurate correspondence between key stakeholders.
- Perform all bookkeeping duties, accounts receivables / payables, invoicing, reconciliations, quarterly business activity statements, yearly financials, heavy cash handling, weekly payroll and superannuation.
- Ensure all industry legislations, standards and policies governing human resources and management of all related administrative procedures are met.
- Provide personal assistance to the Chief Executive Officer, manage daily schedules, meetings and travel arrangements.
- Manage work in progress, oversee all freight classifications, routing, dispatching and tracing for international air / sea imports, exports of general and dangerous goods.
- Accurately complete all domestic & international documents in accordance with government, bank, customer & freight forwarder requirements.
- Handle all overseas shipments promptly and efficiently.
- Ensure compliance with logistics regulations.
- Prepare custom clearance documentation, airway bills and bills of lading.



- Provide excellent customer service to existing and prospective clients building strong, loyal and trusting relationships.
- Determine and provide clients with accurate shipping charges.

Administration, Customer Service & Freight Officer

2007-2009 | Aircalin, New-Caledonia (International Airline)

❖ Role duties & responsibilities:

- Provide assistance in all related administrative duties.
- Provide excellent customer service to existing and prospective clients.
- Perform all international air freight duties for exports of general and dangerous goods, perishables and live animals.
- Ensure all cargo packed and declared according to strict government and international legislations and regulations.
- Liaise directly with international freight forwarders to ensure compliance with logistics regulations.
- Prepare all customs clearance documentation and airway bills.
- Provide prospective clients with accurate airfreight charges.
- Perform daily cash handling and reconciliation duties.

Administration/Customer Service & Freight Officer

2003-2007 | Socatrans International Freight Forwarding Pty Ltd, New-Caledonia

❖ Role duties & responsibilities:

- Provide high level administrative support including account duties, invoicing, preparation of quotes, accounts receivables/payables and maintain an accurate filing system.
- Ensure completion all freight related documentation, whilst coordinating international air and sea freight duties for imports and exports of general and dangerous goods.
- Provide excellent customer service to existing and prospective clients.
- Provide clients with accurate air and sea freight shipping charges.
- Manage daily routing and tracking of all air and sea freight, imports and exports.
- Liaise directly with clients and suppliers.
- Perform daily reception duties, receive inbound and outbound calls.
- Assist in daily bookkeeping and banking duties.
- Provide assistance to the Operations Manager in daily sales and business marketing.

Administration & Customer Service Officer

2000-2003 | Groupama Gan France Insurance, New-Caledonia

❖ Role duties & responsibilities:


- Perform all reception and front desk customer service duties.
- Provide assistance with invoicing, preparation of quotes and account duties including accounts receivables and payables.
- Handle new client accounts and sales of Car, Home & Contents insurance.

References

Jenny Sykes (Accounts Manager 2017-Current)

Accounts Manager




Xplore Resources Pty Ltd

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Mic Folker (Manager from 2016-2017)

Pre-Press, Operations Manager



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Sally Hookey (Manager from 2015-2016)

Customer Service Manager



APN / News Corp

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Theresa Pretenthaler

Customer Service Manager




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Frederic Pierson

Chief Executive Officer

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