

## CHRISTINE VAN DE WOUW

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| OBJECTIVE           | <p>A driven, self-motivated, and confident professional with advanced computer skills seeking to leverage my experience to transition into a position within your company.</p> <p>Willing to learn the ins and outs of a new industry fully committed to establishing success within this new role.</p>   |
| SKILLS              | <p>Collaboration   Motivation   Communication</p> <p>Sales Targets   KPIs</p> <p>Time Management   Fast Learner</p> <p>Strong Communication Skills   Written   Verbal</p> <p>Professionalism   Patience   “People-First” Attitude</p> <p>Advanced Software Knowledge   Microsoft Office Suite</p>   |
| PROFESSIONAL SKILLS | <p><b><u>Reception</u></b>   Professional and friendly interactions with clients   Effectively manage client bookings and follow ups   Data entry and Office Administration Tasks   Productively manage high volumes inbound and outbound calls   Respond to client email queries  </p> <p><b><u>Customer Service</u></b>   Deliver positive and professional customer service   Handling difficult customer conversations   Provide timely follow up to all customer enquiries   Build and maintain positive customer interactions  </p> <p><b><u>Recruitment</u></b>   Confident in recruitment and onboarding strategies for new employees   Determining suitability of employment through screening of applicant resumes   Structuring and conducting interviews   Conducting inductions for successful applicants  </p> <p><b><u>Software Knowledge</u></b>   Proficient with using Microsoft Office suite including Word, Excel, Outlook, and PowerPoint   Experience in using operating systems (Windows, MacOS and iOS)   Basic knowledge in Web Development   Basic knowledge in HTML, CSS, and JavaScript programming languages  </p> |

**EMPLOYMENT**      October 2013 – February 2023  
**Clinic Co-Ordinator, MELBOURNE, VICTORIA**

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**QUALIFICATIONS**

December 2012

**CASEY COLLEGE OF BEAUTY THERAPY, CRANBOURNE – DIPLOMA OF BEAUTY THERAPY**

August 2016

**MANAGEMENT TRAINING – AUSTRALIAN SKIN CLINICS, BUNDALL QLD**

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**REFERENCES**      **AVAILABLE ON REQUEST**

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