

Clare Radtke

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in /clareradtke

Excellent communication, teamwork and leadership skills honed from years in hospitality and administration. Great verbal and written skills and a passion for analysing and improving processes.

Skills

- HTML/XML, JavaScript, CSS
- Proven ability to meet tight deadlines and effective under pressure
- Efficient at trouble shooting, learning and highly adaptable
- Basic capacity estimation and planning based on velocity
- Excellent written and verbal communication skills
- Experience in process analysis and documentation
- Able to establish great rapport and relationships with stakeholders
- Attention to detail
- Able to lead, instruct and delegate to the advantage of the workplace
- Works well as part of a team
- Experience with Jira, MYOB, PayGlobal, E3Learning / SitePass, InDesign, Uptick, PageUp, HP TRIM

Education / Certificates

- Certified ScrumMaster®
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Employment History

Hays Talent Solutions – RMIT Account

Melbourne

Team Leader (Full Time & Contracting)

Nov 2018 – Current

Hays is a well-known recruitment company, the RMIT Account was established to source, verify and employ the casual and part-time lecturing staff for RMIT University. My role involved managing a fluctuating team, managing stakeholders, reporting and process improvement.

Technologies: PageUp, Google Docs, SharePoint, HP TRIM (HP Content Manager) and Excel to manage, compile and sort the documents and data.

Responsibilities:

- Monitor daily activities and ensure SLA's are upheld
- Management of the admin team
- Training of new Account Manager and new administrators
- Reporting

Achievements:

- Assisted in the employment of over 500 casuals over 2 days.
- Organisation of bulk extensions to occur outside of systems to assist with HR and Payroll system migration
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Hendry Group

Administration Assistant

Melbourne

April 2018 – Nov 2018

Hendry is Australia's leading built-form advisory firm. Working within the Safety Measures Team as an administration assistant, my initial role involved basic administration duties and developed into an administrative lead position. Managing multiple projects and groups within the team. This allowed for the initiation of a more agile work environment and the team thrived, becoming more productive through better communication and organisation.

Responsibilities:

- Administrative support for the Safety Measures Team
- Management of the admin team
- Project Administration Lead
- Uptick troubleshooting and training
- Report generation
- Quality Assurance
- Data entry and verification
- Basic capacity estimation and planning based on velocity

Achievements:

- Initiated a daily stand-up and a fortnightly retrospectives, ensuring the whole admin team had an understanding of priorities, workload and projects. This significantly reduced the miscommunication within the team.
- Assisted in the removal of paper-based prompts and began a revaluation of the inspection to report process, improving channels of communication between the admin team and the inspectors and increasing the report turnaround from months to weeks.

Hays Talent Solutions – RMIT Account

Administration Officer (Contracting)

Melbourne

March 2018 – April 2018

Responsibilities:

- Data entry and verification
- Recruitment of Lecturing staff
- Reporting
- Verification and management of legal documentation (Visa's, WWCC, Police Checks, Proof of Identity documents)

Achievements:

- Assisted in the employment of over 3000 lectures in less than 6 weeks.

TLC Healthcare

Administration Officer

Melbourne

Nov 2016 – Jan 2018

TLC Healthcare is the largest family owned residential aged care service provider in Victoria, with 10 aged care homes surrounding Melbourne. My role was predominantly customer focused. I was the first point of phone contact for all of the aged care homes and was responsible for administration duties for the head office, which required excellent interpersonal skills.

Responsibilities:

- System and process review, improvement and implementation
- Responsible for customer service and vendor relationships

- HR and administration establishment of processes and documentation relating to reception.
- Reception and administrative duties
- Processing police checks for new and existing staff
- Employee training verification (E3Learning and SitePass)
- Providing administrative support for HR, marketing and finance team; proof reading, poster design, coordinating large mail outs, information distribution from HO to sites, assisting with interviews, document and data cross checking.
- EA duties for CEO and the executive team, including organising accommodation, diary and calendar management, organising meetings, preparing meeting rooms and greeting clients, call screening.

Achievements:

- “Significantly reduced” client complaints and issues through implementation of a centralised reception for all 10 aged care homes and established complaints management more suitable for the clientele.
- Improved clients customer service experience by ensuring consistent attendance of front desk/phones throughout my employment as opposed to automated telephony system.
- Successful improvement of police checking process, increasing the efficiency and transparency of work in progress.

Crystal Universe Pty Ltd

Sales Representative

Port Melbourne

March 2016 – Nov 2016

One of the largest wholesale suppliers of crystals and minerals in Australia. My responsibilities encompassed many areas of the business including administration duties and sales; liaising with stakeholders at all levels.

Responsibilities:

- Customer service and vendor relationships
- Website maintenance using Joomla
- Sales using MYOB as the POS – In store, over the phone and via the website
- Customer reporting and analysis using MYOB
- Reception and PA duties, receiving and redirecting calls
- Stock management and store maintenance

Achievements:

- Successfully implemented Google Drive as an effective cloud storage solution for sales staff use, this improved workflow and file management.
- Implemented accurate sales reporting through MYOB and observed increased sales quotas during my employment.

Please contact me for references.

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