

Johanna Hernandez

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PROFESSIONAL OVERVIEW

I am a web developer and always looking for a role to challenge myself. Eager to work within an experienced team my ideal role is one where I can grow my skill set, work hard and apply myself in the most productive way possible. A keen problem solver with the ability to simplify the complex and deliver effective results with passion, I have demonstrated the ability to pick up new technologies quickly and use them to create effective solutions within required deadlines.

EDUCATION AND TRAINING

Oct 2022 – Present	Web Development - Bootcamp Coder Academy - Sydney, Australia
July 2018 – Dec 2018	Business Administration (SLPET) Program – Business Administration TAFE NSW Ultimo College, Sydney, Australia
Jan 2017 – Aug 2017	Certificate III in Early Childhood Education and Care MEGT NSW Haymarket Institute, Sydney, Australia
Jun 2015 – Dec 2016	General English AIPE Institute, Sydney, Australia
Feb 2015 – May 2015	General English Auckland English Academy Institute, Auckland, New Zealand
Jun 2014 – Dec 2014	Intensive General English Auckland English Academy Institute, Auckland, New Zealand
Nov 2002 – Jun 2009	Bachelor of Advertising University Central, Bogota, Colombia

KEY SKILLS

Problem Solving Skills	Capacity to identify problems, brainstorm, analyse complex scenarios suggest and implement best solutions.
Teamwork	Able to maintain professionalism and ensure collaboration when working within teams and interacting with different departments in multicultural environments. • Ability to quickly learn new concepts and understand processes to effectively support any team.
Technical	HTML- CSS - XXXXX
Language	English (Advanced) • Spanish (Native)

PROFESSIONAL HISTORY

June 2019 – Present	Sydney Multicultural Community Services Brokerage and Rostering Officer
	Responsibilities: <ul style="list-style-type: none">• Manage rosters of approximately 120 support workers (Home Care Packages - NDIS- Brokerage) and filling unplanned leave shifts.• Maintain accurate roster information using internal business systems.• Ensure rosters are consistent and manage daily changes at short notice.• Build and maintain working relationships with Aged Care Manager, HCP Manger, NDIS Team, financial team support workers and brokerage partners.

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- Audit timesheets for payroll processing.
- Coordinate, manage and administrate brokerage services.

Aug 2018 – June 2019

Only About Children, Sydney, Australia
Childcare Educator (Casual)

Responsibilities:

- Provide support to each child as required, nurturing their confidence and self-esteem.
- Collaborate with staff members to ensure smooth day to day operations.

Key Achievements: Interacted with children and staff in a positive manner in different centres.

Nov 2018 – Dec 2018

University of New South Wales, Sydney, Australia

Administrative Assistant, School of Computer Science and Engineering (Work Placement)

Responsibilities:

- Perform administrative duties including creating documents and spreadsheets, organising files, preparing and managing documents

Key Achievements: Quickly learnt procedures to support administrative team.

Jul 2017 – Jul 2018

Only About Children, Sydney, Australia
Childcare Educator (Permanent Full Time)

Responsibilities:

- Provide support to each child as required, nurturing their confidence and self-esteem.
- Collaborate with staff members to ensure smooth day to day operations.
- Communicate with parents as delegated by the room supervisor or Director.
- Conduct administrative duties such as writing daily reports on children for parents, completing accident and incident forms, and so on.

Key Achievements: Received praise from management and promoted to Educator Assistant in the toddlers group for providing key support to children and parents.

May 2015 – Jul 2017

Various Hospitality Organisations, Sydney, Australia and Auckland, New Zealand
Barista/All-rounder/Waitress/Customer Service Representative

Responsibilities:

- Provide customer service, while processing orders, invoices and handling cash transactions at Frothy/Bread & Brew Coffee Shop, Mere Mero and Bestaff.
- Organise and prepare events, while liaising with events team.
- Handle administrative matters including managing orders, stock paperwork and event reports.

Key Achievements: Received praise from management and customer for excellent service, while maintaining professional relationships with past and present business owners.

Feb 2014 – Jul 2014

Settlement and Study

Jul 2010 – Jan 2014

Ariadna Communications Group, Bogota, Colombia

Jul 2011 – Jan 2014

Digital Media Planner

Responsibilities:

- Implement digital campaigns by ordering, and monitoring timely delivery of, all materials.
- Monitor campaigns by evaluating and analysing reports, and providing recommendations.
- Improve campaign performance by optimising budgets and advertisement positions.
- Manage specific budgets, while negotiating rates and proposals with media suppliers.

Key Achievements: Sent to the Mexico City Office to assist the media team with implementation of processes and best practices.

Jul 2010 – Jun 2011

Digital Media Assistant

Responsibilities:

- Develop and monitor media plans while managing billing procedures and client records.
- Build relationships with media suppliers in USA, Latin/Central America and the Caribbean.

Key Achievements: Promoted to Media Planner Online for LATAM and Central American accounts.

Oct 2009 – Jun 2010

Account Executive

Responsibilities:

- Manage ongoing digital marketing projects and media plans.
- Establish key client relationships, while liaising between clients and various teams.

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Key Achievements: Increased digital media interest and promoted to Media Assistant.

REFERENCES

Available upon request