

# LEANNE STRANKS

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## PROFESSIONAL PROFILE

Self-motivated, enthusiastic and detail-focused Service and Administration Professional. Quantifiable experience in various client-focused environments. Creative and flexible approach towards problem solving with the ability to communicate effectively. Builds strong and positive relationships with clients and co-workers.

Excellent understanding and knowledge with stakeholders who have a wide range of needs and expectations. Effective communicator who can relate well with people at all levels and have the flexibility of working well as part of a team or autonomously.

Currently undergoing full time study to obtain a Diploma in Information Technology with Coder Academy to become a Junior Full Stack Developer

## TECHNICAL SKILLS

**Proficient in Microsoft Office Suite applications**

**Expertise in various travel management systems and administration CRMs:  
Calypso, Traveltek, Switchfly, Rapport and Cisco**

## PROFESSIONAL EXPERIENCE

**Flight Centre Travel Group**, Brisbane QLD      March 2018 – September 2020  
**Operations and Systems Support (Infinity Holidays)**

- Responsible for setup and maintenance of suppliers, new users, wholesale and retail stores, as well as cruise/rail connections
- Designed and delivered system modifications within designated timelines and budget
- Monitored system outages, super user communications and systems errors
- Complied with OH&S policy to ensure a safe workplace, and immediately bring to the attention of management any health, safety or environment risks or incidents in the workplace
- Utilised industry specific terminology and up to data system solutions

**Stellar Recruitment**, Brisbane QLD      April 2020 – August 2020  
**Customer Solution Specialist – Services Australia**

- Support Helpdesk for MyGov enquiries, redirecting Centrelink customer enquiries to the appropriate department
- Outbound calls to assist customers with connecting to an employment assistance program as part of the ParentsNext program

- Provide efficient customer focused service at all times, ensuring service levels and client requirements are understood, achieved and where possible exceeded
- Work effectively under pressure at busy periods at a fast-paced government agency

**Flight Centre Travel Group, Brisbane QLD**

August 2011 – March 2018

**(Global Procurement Network)**

**Content Coordinator**

March 2015 – March 2018

- Prepared and updated supplier contracts for loading in to database
- Liaised with suppliers and Product Managers to ensure contracted information updated
- Prioritised workload to ensure maximum TTV and minimal profit loss
- Monitored quality assurance of product loaded to reduce financial write offs

**Assistant Team Leader/Global Support Consultant**

May 2012 – January 2015

**Global Support Consultant**

August 2011 – May 2012

- Acting team leader from November 2014 – January 2015
- Liaised with key stakeholders worldwide via phone and e-mail correspondence
- Provided phone and email support to wholesale travel consultants
- Conducted research and assist with queries to provide accurate and helpful information
- Successfully worked towards and exceeded personal and team KPIs by responding to queries in a timely and accurate manner

**Hays Recruitment, Brisbane QLD**

March – July 2011

**Office Administration**

- Carried out office administration, data entry and receptionist duties for various clients including Battery World, Metcash, QMI Solutions and Schweppes Australia
- Managed various databases, data entry, answering incoming calls, scanning/filing, general administration duties where required
- Accurately entered a high volume of data into Microsoft Excel
- Promptly answered incoming calls in a courteous and respectful manner, sorted incoming and outgoing mail, organised travel arrangements for consultants and raised purchase requisitions and orders through Navision

**Woolworths Petrol, Brisbane QLD**

February 2010 – May 2011

**Console Operator**

- Performed daily operational/administration tasks including: balancing and reconciling tills, cash and EFTPOS sales, training new staff, cleaning duties, stock take, barista duties, end of day settlements, hot and cold food storage, minor equipment repairs, etc.

**Jotun Australia, Brisbane QLD**

March 2004 – December 2009

**Office Administrator/Administration Assistant**

## QUALIFICATIONS

<b>Diploma in Information Technology, Coder Academy,</b> Brisbane QLD	Current
<b>Diploma in Event Management, Martin College,</b> Brisbane QLD	
2010	

*Professional references available upon request.*