

Contact

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Top Skills

Management

Team Leadership

Team Management

Languages

English (Native or Bilingual)

Hindi (Full Professional)

Certifications

Critical Thinking

Mistakes You Should Avoid at Work

Sherine Macquart

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Greater Perth Area

Summary

I am a web developer that has skills in both back-end and front-end web applications. I have a leveraging psychology background and have work experience in public relations, advertising, and sales which help me understand not only the customer but also the end-user. I have a passion for problem-solving and I have an endless thirst for learning and growing as a developer. I can collaborate and work with a team while solving problems in high-stress environments.

I enjoy connecting with co-workers and am passionate about building applications that assist everyday people to make their lives easier. Looking to bring my attention to detail and technical skills to a company where my passion for web development will augment and grow.

Experience

Vodafone Australia

Sr.Sales Representative

2008 - December 2012 (4 years)

J2k was a Hutchison Telecommunication's Exclusive to Vodafone/ 3 Dealer that understood and provided excellent solutions to customers' telecommunication needs.

- I directly supervised the activity of team members while initiating and closing sales, service renewals, and expanding our customer base.
- Built relationships with key decision-makers and ensured it provided customers the right solutions for their needs.
- Increased revenue by implementing effective sales strategies in all aspects of the sales cycle process from prospecting leads through close.
- Analyzed past sales data and team performance to develop realistic quarterly sales goals.
- Presented products to clients using dynamic presentations and practical use-case scenarios.

-Developed SWOT analysis and executed targeted sales strategies accordingly using data-driven decision-making.

Achievements: Deeply involved in the development of the RASC Share Point site and all "How to Guides" for all current processes for the store Awarded Sales Executive of the year in 2010 for constantly exceeding sales targets. Remained current on industry trends to better understand customer needs, product effectiveness and sales tactics.

British Airways

Public Relations Department Specialist

October 2005 - January 2007 (1 year 4 months)

- Used Galilio to prepare pre-departure and post-departure reports and passenger manifests.
- Used airline computer system to create airline tickets and boarding passes.
- Resolved customer requests, questions, and complaints by analyzing individual situations and determining the best use of resources.
- Recommended corrective measures to handle customer complaints, decreasing complaints.
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- Verified identification and travel documents to board passengers for an on-time departure.
- Operated PA system to make announcements regarding flight activity.
- Provided a high level of customer service to each person by engaging customers and using active listening and effective interpersonal skills.
- Answered incoming phone calls and developed a friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.

Global Entrepreneurs International AS

Business Consultant

January 2005 - July 2005 (7 months)

Chennai

- Created plans and communicated deadlines to ensure the project completed on time.
- Developed team communications and information for meetings.
- Forecasted annual and monthly sales targets to guarantee the achievement of projected goals.
- Developed, evaluated, and analyzed quality assurance scores to develop efficient, effective operations.

- Developed and implemented productivity initiatives, besides coordinating itineraries and scheduling appointments.
- Communicated best practices among on-site and external personnel to align efforts and goals.

Juma Al Majid- Dubai

Vice President- Executive Secretary

August 2004 - January 2005 (6 months)

Dubai

- Produced accurate office files, updated spreadsheets, and crafted presentations to support executives and boost team efficiency.
 - Responded to emails and other correspondence to facilitate communication and enhance business processes.
 - Orchestrated successful conferences, including associated travel for all speakers and attendees, facilities, and support services.
 - Updated executives on changing business needs by thoroughly documenting internal and client meetings.
 - Promoted team productivity by keeping supplies organized and well-stocked.
 - Organized and updated schedules for over 5 project managers across the Juma-al-Majid group.
 - Interacted with vendors, contractors, and professional services personnel to receive orders, direct activities, and communicate instructions.
 - Managed administrative functions, including complex calendar management with a focus on the proper allocation of executive availability.
 - Handled logistics, catering, agendas, and travel arrangements for meeting and event planning for the board of directors, president, and vice-president.
 - Distributed company-wide announcements, booked conference rooms, and coordinated catering for annual staff development forum.
 - Greeted arriving visitors, determined nature and purpose of visit, and directed individuals to destinations.
- Accomplished special objectives and projects according to requests from board members.

Bangalore Realities

Administration Assistant Manager

2003 - 2004 (1 year)

Bangalore/ India

- Actively listened to customers, handled concerns quickly, and escalated major issues to the supervisor.

- Proved successful working within tight deadlines and a fast-paced atmosphere.
- Taken part in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Maintained excellent attendance record, consistently arriving to work on time.
- Exceeded goals through effective task prioritization and great work ethic.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Created spreadsheets using Microsoft Excel for daily, weekly, and monthly reporting.
- Maintained energy and enthusiasm in fast-paced environment.

Draft World Wide
Public Relations Executive
2002 - 2003 (1 year)

Bangalore/India

Monitored marketing content for quality, accuracy and impact.

Communicated with media weekly to build relationships and optimize press coverage.

Established and communicated editorial and brand guidelines to all communicators in BioTech organization.

Reported on press coverage recaps to determine areas for improvement.

Developed and promoted corporate brand, images and identity to media and public.

Created and implemented fundraising goals, collections policies, security standards and disbursement plans.

Education

The University of Western Australia

Certificate, Web Developer-Front-end and Back-end · (2021 - 2021)

Edith Cowan University

Law & Justice, Criminology and Justice · (2008 - 2012)

Edith Cowan University

Health & Science, Psychology · (2008 - 2011)

Osmania University

Bachelor of Commerce, International Business · (1999 - 2002)

St. Ann's Girls High School- ISC

Political Science, Economics and Commerce · (1997 - 1999)