

BRITTINEY KOBAYASHI

Experienced Administration Support Specialist

□ Brisbane, Queensland, AU

□ +61 431 434 134

□ brittiney@kobayashi.au

Skills

Customer Service Excellence



Providing exceptional service and support to customers, ensuring their satisfaction and building strong, long-lasting relationships.

Diary Roster Management



Effectively coordinating and managing multiple calendars and appointments with tight turnaround times.

Digital Security



Implementing and maintaining digital security best practices to protect sensitive information and maintain data integrity.

Adaptive Instructional Approaches



Developing and implementing teaching strategies that cater to diverse demographics, learning styles and needs, creating an environment conducive to success.

Financial Management



Managing business financials while ensuring accurate and efficient record keeping.

- ◆ Invoicing (internal/external)
- ◆ Reconciliations
- ◆ Business Activity Statements (BAS)
- ◆ Third-party payer processing:
 - Medicare, DVA, NDIS
 - WorkCover QLD/NSW, Comcare
 - Bupa ADF, Open Arms

Software Adaptability



Experience with various systems demonstrates my ability to learn new technologies quickly:

- ◆ Google Workspace
- ◆ Microsoft Office suite
- ◆ Adobe
- ◆ Xero
- ◆ Halaxy
- ◆ Zanda Health (Power Diary)

Technical Support



Providing technical troubleshooting assistance to people of various ages and skill levels, through onsite and remote support channels.

Work experience

May 2024 -
Aug 2024

Reception & Administration Officer

North Brisbane Psychologists

- Handled telephone inquiries, including client referrals to practitioners, ensuring clear communication and resolving issues promptly to enhance client satisfaction.
- Welcomed clients on arrival, processed payments accurately, and administered Medicare and private health rebates efficiently to maintain smooth operational flow.
- Managed email correspondence by addressing referrals, cancellations, waiting lists, and Medicare-related issues promptly, while maintaining high-quality service standards.
- Maintained accurate CRM records by updating healthcare provider details and removing duplicates, ensuring data reliability. Oversaw clinic cleanliness and presentation while coordinating with external service providers as required.

April 2023 -
April 2024

Practice Manager

M Fry Psychologist

- Oversaw daily operations of the practice, ensuring efficient administrative services, optimised accounting systems, and ongoing evaluation of operational needs to maintain smooth functionality.
- Provided comprehensive administrative support by managing client files, producing detailed reports, and composing formal correspondence to uphold high professional standards.
- Managed financial processes including invoicing (internal/external), reconciliations, and third-party payer processing (e.g., Medicare, DVA, NDIS, WorkCover QLD/NSW, Comcare, Bupa ADF, Open Arms), ensuring accuracy and meticulous record keeping across all transactions.
- Facilitated seamless communication between clinicians, the business owner, GPs, and external professionals to streamline referral processes and address complex administrative challenges effectively.

April 2022 -
April 2023

Administration Assistant

Left of Centre Therapies

- Delivered exceptional customer service by managing phone and email enquiries efficiently, fostering positive client interactions and satisfaction.
- Scheduled and coordinated appointments effectively, resolving conflicts while maintaining clear communication with patients, families, and allied health professionals.
- Streamlined operations by managing administrative tasks including document preparation, record-keeping, clinician schedule management, and the implementation of automated CRM systems, reducing client wait times.
- Provided technical support for software and hardware systems both remotely and onsite, successfully overseeing the transition to a modern operating system at no additional cost to improve functionality and productivity.

March 2020 -
September 2021

Customer Service Officer

Concentrix (Services Australia)

- Delivered high-quality customer service by managing an average of 30 inbound calls daily, providing tailored support to address diverse client needs effectively.
- Utilised advanced problem-solving abilities to resolve customer inquiries promptly and handle challenging interactions with professionalism, successfully defusing conflicts where necessary.
- Accurately performed high-volume data entry tasks, ensuring precise record-keeping and supporting the seamless flow of operational processes.
- Achieved multiple on-target bonuses for consistent productivity and was regularly praised through documented customer compliments, demonstrating a commitment to service excellence.

May 2018 -
Mar 2020

Rideshare Driver

Shebah, Uber and Didi

- Delivered professional and reliable rideshare services for Shebah, Uber, and Didi, ensuring passenger safety, satisfaction, and an exceptional customer experience.
- Maintained vehicle cleanliness and adhered to all safe driving practices, consistently creating a comfortable and secure environment for passengers.
- Managed trip logistics with precision by adapting to delays or route changes, ensuring timely pick-ups and drop-offs while maintaining communication with passengers on estimated arrival times.
- Successfully administered small business operations, including accounting tasks, implementing marketing strategies, ensuring client retention, and complying with

Credentials

- QLD Working With Children Card
- QLD Driving Licence
 - Class C (Car), Class RE (Motorcycle)
- JLPT - N5
 - Japan Foundation
- Bridging Mathematics Methods
 - Queensland University of Technology
- Diploma of Languages (Japanese)
 - Griffith University
- Certificate III in Business
 - Jigsaw Training Group

References

To ensure the security and privacy of my references, I have refrained from including their contact information directly on my CV. I am happy to provide these details upon request.

regulatory requirements; nationally recognised through achieving the best trip numbers of the day in a competitive contest.

Aug 2017 -
Apr 2018

Travel Consultant
InsideJapan Tours

- Conducted personalised consultations to assess client travel requirements and preferences, delivering customised recommendations to suit individual needs.
- Curated bespoke itineraries and coordinated small-group tours, aligning trips with client interests while maximising value and maintaining a high standard of quality.
- Oversaw all logistical aspects of bookings, including reservations and trip execution, ensuring cohesive and seamless travel experiences with unwavering attention to detail.
- Collaborated with local Japanese vendors using advanced language skills in Japanese, strengthening partnerships and enhancing the range of unique travel offerings for clients.

Nov 2016 -
May 2017

Travel Consultant
Flight Centre

- Collaborated with a team of six to consistently achieve and surpass sales targets, driving store profitability and overall success.
- Delivered personalised and exceptional customer service, creating tailored travel experiences that met and exceeded client expectations.
- Ensured operational efficiency by maintaining meticulously updated client files, promptly paying suppliers, and sustaining an organised workspace.
- Recognised for outstanding performance in February 2017, contributing substantially to store profits through effective sales strategies, culminating in receiving incentive awards such as tickets to an Adele concert in Brisbane.

Mar 2015 -
Apr 2016

Japanese Cultural Exchange
Daito Bunka University

- Completion of an immersive language study program at Daito Bunka University, a leading Japanese institution, achieving fluency in Japanese through intensive coursework and cultural integration.
- Engagement in freelance English tutoring, enhancing ability to communicate effectively and fostering strong connections with individuals from diverse cultural backgrounds.
- Application of program learnings to future professional roles, demonstrating advanced communication skills and building strong interpersonal relationships.
- Development of leadership abilities and customer service expertise through practical experiences during the exchange program.
- Expansion of global perspective and cross-cultural understanding through active participation in cultural and language exchanges.
- Acquisition of advanced linguistic proficiency and adaptability by navigating diverse cultural environments.

Volunteer Experience

Jun 2013 -
Present

Blood Donor
Australian Red Cross LifeBlood

- Led efforts to increase community awareness and improve blood donation rates by overseeing a team of blood donors, effectively contributing to the organisation’s mission of addressing critical blood supply needs.
- Regularly donated blood products, including whole blood and plasma, while promoting donor safety and well-being through adherence to established protocols, fostering a welcoming environment, and enhancing donor engagement for sustained long-term participation.

Dec 2018 -
Jun 2019

Volunteer Twilight Dog Enrichment
RSPCA Queensland

- Designed and implemented engaging enrichment activities using positive reinforcement training, improving well-being and adoption readiness for dogs at RSPCA Queensland. Conducted behavioural observations, maintained detailed records, and ensured safe interactions between animals and volunteers to uphold organisational standards.
- Provided structured guidance to new volunteers by fostering a welcoming team environment and enhancing collaboration through effective communication strategies. Contributed to the improvement of dog enrichment programmes and promoted best practices in animal care, aligning with organisational goals.

Apr 2016 -
Jul 2019

Cultural Exchange Advisor

Griffith University

- ♦ Assisted international students in cultural adaptation, communication, and integration, improving their overall university experience through tailored support and accurate information for academic and personal success.
- ♦ Designed and delivered workshops promoting cross-cultural understanding between international students and the local community, while implementing initiatives to enhance collaboration and ease the transition process for students from diverse cultural backgrounds.

Education

Apr 2024 -
Apr 2024

Halaxy Automations Workshop

KLR Medical

Attended a one-day professional development workshop on the Halaxy Patient Management Software (PMS) to expand existing knowledge and expertise
At this workshop I learnt the following;

- ♦ Design and implementation of automation solutions within Halaxy, streamlining healthcare practice operations and improving overall efficiency.
- ♦ Optimisation of online booking systems and integrated automated appointment reminders, leading to increased scheduling effectiveness and a notable reduction in patient no-show rates.
- ♦ How to transition practices to digital intake forms and automated invoicing processes, eliminating paper-based workflows, reducing resource usage, and enhancing billing accuracy, which subsequently led to ad-hoc freelance contract opportunities.

Apr 2021 -
Jul 2021

Bridging Mathematics Methods

Queensland University of Technology

- ♦ Strengthened foundational understanding of advanced mathematical concepts and techniques through a rigorous Bridging Mathematics Methods programme at Queensland University of Technology, effectively transitioning from high school to university-level mathematics.
- ♦ Achieved a Distinction (82%), showcasing exceptional analytical and problem-solving abilities within a demanding academic framework.

Feb 2013 -
Jul 2019

Diploma of Languages (Japanese)

Griffith University

- ♦ Achieved fluency in Japanese through an immersive 11-month cultural and language exchange programme at Daito Bunka University in Saitama, Japan (2015), gaining a comprehensive understanding of Japanese culture, traditions, and customs.
- ♦ Earned N5 JLPT certification in December 2022, demonstrating proficiency in the language, and cultivated strong professional relationships with university faculty to enhance cross-cultural communication skills.

Jul 2011 -
Sep 2011

Certificate III in Business

Jigsaw Training Group

- ♦ Completed a Certificate III in Business through Jigsaw Training Group, developing a comprehensive understanding of Workplace Health and Safety (WHS) principles and their application in professional settings.
- ♦ Gained practical expertise in managing business resources, supporting operational planning, contributing to team effectiveness, overseeing procurement processes, and professionally resolving customer complaints to ensure satisfaction and efficiency.