

NATASHA CROWE

EXPERIENCE

Sales Co-Worker IKEA

2022 (Apr) - Present

- Assessing customer needs to provide quality customer service and offer appropriate purchasing suggestions
- Process delivery and pick up orders
- Maintain stock and keep the shop floor presentable
- Work experience within the interior design team, assisting in the implementation of room-sets

Sales Support Officer Boral

2018 (Sep) - 2019 (Dec)

- Processing and editing orders
- Identifying and rectifying irregularities or issues in orders
- Met daily and monthly KPI's
- Memorising and implemented customer specific/ region specific agreements and pricing rules
- Ensuring employees (drivers) are paid correctly
- Invoicing
- Quoting
- Investigating credit claims
- Adjusting project and customer files
- 20 + emails daily
- Taking and making phone calls to internal stakeholders
- Developing and maintaining professional relationships
- Managed complaints

Call Centre Boral

2018 (Aug)

- Two week assignment
- External stakeholder communication
- Gain and record feedback for a user application
- Guide customers on usage and explain features of the application

Freelance Graphic Design Various

2017 - 2021

- Created and published branding and business collateral such as packaging labels, business cards, logos and flyers.

EDUCATION

Advanced Diploma of Building Design RMIT

2021-Present

Design (Communication Design) Bachelor (Uncompleted) Swinburne

2017-2018

Cert III Interactive Digital Media Monbulk College

2013-2014

KEY SKILLS



Customer Service



Data Entry and Admin



Order Processing



Design



Drafting

TECHNICAL SKILLS

- Adobe InDesign
- Adobe Photoshop
- Adobe Illustrator
- Adobe Animate
- Revit
- Sketchup
- Autocad
- Oracle E-business suite
- Sales-force CPQ
- Sales-force CRM
- Apex
- Oracle
- ISell
- Microsoft Office Suite
- G-Suite



CONTACT



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