

Natalie Collins.

+61 418 810 540

n.r.collins@outlook.com

LinkedIn

Adelaide 5000

Summary	<p>A personable, energetic and organised interaction design engineer with exceptional presentation and problem solving skills and the ability to forge strong relationships with key stakeholders.</p> <p>Experienced leader that takes an holistic approach to achieving ‘big picture’ goals coupled with finer detail milestones, producing high standard results using intuition, integrity and gumption.</p>		
Technical	UX Research	UI Design and Prototyping	Project Mangement
	Full stack workflow from ideation, definition and prioritisation to testing and iterated interface design	Highly proficient across all industry standard design and testing tools	Agile management of stakeholder interests with result focuss abiding to time and finance limitations
	Visual Design Specification	Public Speaking and Presentation	Interface Development
	High efficacy in applying design principals with modern innovation	Confident, coherent and amiable delivery to any audience	Applied use of dev tools including HTML5, CSS, JavaScript and Bootstrap
Career	<p>Corporate Travel Manager FCM Travel Solutions/ Adelaide, SA</p> <p>→ Expertise in travel solutions for large enterprise clients</p> <p>→ Provide agile and exceptional customer service to international and domestic travellers in fast paced environment, orchestrating travel schedules, supporting travel and financial documentation and technical support for multiple online travel systems including Serko and Concur.</p> <p>→ 92% client retention rate whilst meeting all KPIs and contributor to team global award 2017 for TTV and profit aswell as onboarding support and online system training for 3 new clients.</p> <p>Corporate Events and Group Travel Coordinator - Team Manager Corporate Groups - CI Events / Adelaide, SA/WA</p> <p>→ Management of 2 travel teams encompassing 4 brands</p> <p>→ Choreographing events and travel experiences for large corporate groups from various origins and designing bespoke online travel booking interfaces such as Cvent and Serko with respect to brand alliance and associated ROI reporting to key stakeholders.</p> <p>→ Increase in revenue by 32% within first 3 months of management role providing new capability in the online group booking sector and direct contributor to client retention in respective corporate travel brands as a result.</p> <p>Corporate Travel Consultant Corporate Traveller / Adelaide, SA</p> <p>→ Provide ‘one stop shop’ travel management for SME corporate clients</p> <p>→ Deliver exceptional customer service to international and domestic travellers whilst implementing internal travel policies, responsible for all financial documentation, collection and accounting and technical support and training for online booking systems such as Serko and Concur. Accountability for meeting all monthly individual and team KPIs and ROI reporting to key client policy makers.</p> <p>→ Individual and team Global awards for TTV and profit increase 2012 and multiple area awards year on year. Voluntary internal state technical support for new booking and accounting system rollout “Tramada”.</p> <p>Professional Entertainer - Lead Vocalist “Mischief”, “Jo Public” / Adelaide, SA</p> <p>→ Lead vocalist in 2 bands</p> <p>→ Bespoke play list creation for each performance. Motivating and engaging entertainer for corporate events with a reputation for reliability, exceptional presentation and personable manner.</p> <p>→ Residency held for 12months at popular restaurant and entertainment precinct and Christmas entertainer at popular winery for 3 concurrent years.</p>		
Education	<p>UX/UI Design and Development Bootcamp University of Adelaide / Adelaide, SA</p> <p>Diploma of Business Management Flight Centre Travel Group / Adelaide, SA</p>		

Certificate IV in Hospitality

Spotless / Adelaide, SA