**VICKI ELIZABETH FLANAGAN**

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**OBJECTIVE:**

I am seeking part time/casual work within the retail industry. I enjoy interacting with people and have learnt many transferable skills from my previous supermarket and administration experience. I am energetic, bubbly and able to work with a diverse range of cultures.

**PERSONAL ATTRIBUTES AND SKILLS:**

* Friendly and bubbly nature
* Excellent communication skills
* Motivated self starter
* Ability to work effectively and efficiently under pressure
* Cash Handling skills
* Punctual and reliable
* Able to work autonomously or within a team
* High level of personal presentation

**EMPLOYMENT HISTORY:**

|  |  |
| --- | --- |
| **Retail Sales Assistant**  The Salvation Army Family Stores  Eastern Region | * Opening of store, bringing in donations * Banking and Cash handling * Sorting donations to check quality of goods and then price items accordingly * Helping customers with general enquiries in person and via telephone * Serving customers using cash registers & EFTPOS * Upselling specials to customers * Keep store neat, clean & tidy * Rag out clothes unsuitable for sale * Positive attitude and good at building rapport and repeat business with customers * End of day responsibilities for securing the store, printing report, balancing the till and creating next day’s float |
| **Customer Service Assistant**  *Coles Supermarkets*  *Safeway Supermarkets* | * Solving customer complaints * Cash handling * Scanning and packing items * Delivering outstanding customer service * Putting stock away |
| **Office Manager**  **&**  **Office Administrator**  *Willmotts Pty Ltd*  *Autotune Pty Ltd* | * Accounts payable & receivable * Payroll * Invoicing * Answering customer enquiries * Banking * Delivering clients’ cars * Arranging bookings/appointments * General admin duties as required |
| **Bank Teller**  *Commonwealth Bank*  *Westpac Bank* | * Verifying records and receipts, and crediting customers' accounts * Paying money & debiting accounts according to customers’ advice slips * Providing change, cashing cheques and recording transactions * Opening and closing accounts for customers * Balancing till and advising supervisors of cash position and discrepancies * Explaining and promoting bank services to customers and referring them to appropriate financial services * Greeting customers, identifying their needs and answering enquiries * Ensuring customers' bank forms are filled in correctly and checking identification * Accepting cash and cheques deposited by customers |

**VOLUNTEER EXPERIENCE:**

***Animal Carer***

*RSPCA Burwood*

*Duties:*

* *Grooming dogs*
* *Walking dogs*
* *Cleaning and feeding animals*
* *Guide people through the pet adoption process*

***Nurses Aide***

Kew Cottages Home for Handicapped Children

Duties:

* Bathing, dressing and feeding children
* Assisting nurses on outings
* Planning activities and outings for residents
* Liaising with staff, management, children and children’s parents

**VOLUNTEER EXPERIENCE (cont.):**

***Nurses Aide***

Strathdon Retirement Village

Duties:

* Assisting the elderly with their day to day needs
* Assisting with dressing, feeding and bathing of patients
* Reading to patients
* Food preparation

**EDUCATION & TRAINING:**

**First Aid Certificate** 2010

St Johns Ambulance

**Pathways to Employment Training** 2002

Macquarie Fields College of TAFE NSW

**Completed Year 11** 1985

Methodist Ladies College Kew

**INTERESTS:**

Cooking, reading, films, animals, gardening and family.

**REFERENCES:**

Available on request