



Profile

Experienced Administration/Office specialist with over several years of proven success in diverse office administration roles, prioritizing collaboration and effective communication strategies. Proficient in leveraging advanced technological solutions, including scripting, macros, and system enhancements to optimize productivity and streamline operations. Adept at fostering teamwork and implementing innovative approaches to achieve organizational objectives.

Experience

EPIQ - TRANSCRIPTION COORDINATOR - 2024 - PRESENT

- Maintaining and developing Word and Excel templates utilising VBA script to generate macros/software to increase productivity and improve quality standards
- Organising and allocating staff in order to ensure deadlines for work are completed
- Communicating with clients in regards to details with orders and liaising to ensure orders are corrected and completed on time
- Maintaining schedule of work and priorities for team to complete, updating and responding to queries from team members

EPIQ – QUALITY CONTROL ANALYST - 2024 - PRESENT

- Performing and reviewing quality checks of transcripts and ensuring accuracy, completeness and adherence to style guidelines
- Communication with other team members to ensure quality standards are met consistently
- Ensure transcripts are free from grammatical errors, spelling mistakes and formatting inconsistencies
- Liaising and communicating with clients to update in regards to change in style and change of formatting requirements

EPIQ – TRANSCRIPTION SPECIALIST – 2022 - PRESENT

- Utilising strong attention to detail to generate complex legal transcription records
- Strong organisational skills to manage multiple transcription projects simultaneously and meet deadlines
- Attention to detail in proofreading and editing transcriptions for grammar, spelling, punctuation, and formatting errors

CONCENTRIX – CUSTOMER SUPPORT SPECIALIST – 2018-2022

- Answering calls regarding customer usage of smartphones, tablets, smartwatches, laptops and desktop computers with specific guidance provided
- Generating learning resources to other team members as well as developing script/supporting documentation for team leaders
- Setting up customer purchasing solutions for smart phones, tablets, smartwatches, laptops and desktops

Technical Skills

- Microsoft Windows/MacOS
- Advanced Microsoft Office usage (including VBA programming)
- HTML/CSS/JavaScript
- Python
- Data entry (typing speed of 90+ wpm)

Soft Skills

- Active Listening
- Time Management
- Attention To Detail
- Critical Thinking
- Conflict Resolution

Education

- Queensland Certificate of Education (2015)
- CS50 (self-study programming course)
- Diploma of Information Technology (in progress - Coder Academy)

References

Benjamin Brewer - Senior Transcript Coordinator - Epiq
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Roger White - Team Leader - Concentrix
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