Alexandra Mackay

Digital Designer

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Bachelor of Design in Interaction Design
University of Canberra
2019-2021

Diploma of Business
The Institute, Sydney
2018-2019

CLAIMS OFFICER
EVOENERGY
2020-CURRENT

This role involves managing a caseload of claims at various stages of compensation benefits to eligible clients. Employing judgment to make determinations based on gathered evidence and the application of relevant legislation. There is a significant degree of stakeholder engagement, and the highest level of customer service required.

ARTISTRY MANAGER
MECCA BRANDS
2018-2020

At Mecca Brands, I led the goal of delivering an exceptional customer experience by being responsible for the Artistry team in Canberra and Sydney. I organised training for upcoming product releases and education activities to further develop staff skills. I played a key role in recruitment days and used KPI's to drive store sales.

STORE & SOCIAL MANAGER
BABYPINK
2017-2018

BABYPINK was a pop-up store, focusing on luxury weekend wear located at the Deakin shops in Canberra. In this role, I managed the communication through social media and produced the digital content. Additionally, I maintained the relationship with brand representatives to buy stock and create opportunities for brand events.

DIGITAL INTERN
PARLOURX
2018-2019

Supported in-house communications and digital departments with task such as; original content shooting, graphic design creation for social channels and research of leading cultural experiences for ParlourX marketing activities and segments and of influencer program segments.

Assisted Head of Communications and Assistant with media coverage and clippings, sample management, media and influencer gifting.

COMMUNICATIONS INTERN
GIORGIO ARMANI
2018-2019

TECHNICAL SKILLS

- Microsoft Office Suite - Coding Languages; JavaScript, Python and more. - GitHub
- Adobe Creative Cloud - Web Hosting Services; WordPress WebFlow, Squarespace and more.
- Workforce solution and rostering systems - Remote and Local Server development
- Organisational web programs; Trello, Miro and more. - SCRUM Methodology