

Executive Summary

I am a highly motivated and productive member of the APS and have proven to be a quick-learner with fantastic organisational and relationship-building skills. I have thorough knowledge of communications and advertising, along with digital technical skills, and a demonstrated ability to build and lead a team to deliver good outcomes for the government.

Skills Summary

- **Leadership and Management**
 - Led a team of four, managed and dealt with escalations, customer complaints and feedback regarding services and/or purchased products
 - Processed sensitive information release requests within the legislation and guidelines, and allocated work to team members, including urgent, critical, and high priority matters, as well as privacy checked rejections and non-standard responses
- **Clerical and Administration**
 - Managed and organised daily reports, emails, forms, contracts, and other documents regarding guest and customer registrations and bookings
 - Arranged and monitored guest bookings and financial activities, such as pre-authorisations, refunds, and invoicing
 - Scheduled and organised appointments, meetings, and travel itineraries
- **Communications**
 - Devised a 30-second ad for Amy Gillett Foundation in order to increase awareness for their 'A Metre Matters' campaign, including writing scripts, creating taglines, and media production.
 - Researched, produced, and conducted social media content for a monthly calendar to generate brand awareness to increase consumer stays.

Relevant Experience

Department of	APS 5 Executive Assistant
Veterans' Affairs (non-ongoing, October 2022 to present)	<ul style="list-style-type: none">● Edited and produced a recording of the Divisional All Staff Live Event where over 300 people attended● Organised and managed a presentation during a meeting with the Secretary and external stakeholders● Assisted the acting Deputy Secretary with admin tasks and other adhoc tasks● Acted as APS 6 coordinator whilst maintaining current BAU as Executive

Assistant and reviewed sensitive issues relating to the Royal Commission

- Collaborated with the department's legal taskforce to provide and collate information requested by the Royal Commission
- Provided administrative support, including coordinated of work in PDMS and secretariat type functions as required

Department of Veterans' Affairs
(via F2F Recruitment, 2022 to October 2022)

APS 4 Executive Assistant

- Manages day-to-day operations in the office, including phone, calendar, video conference/physical meetings, and email
- Responds to incoming and outgoing communications, and coordinates work-flow management, including task-tracking and ensuring tasks are completed according to priority and deadlines
- Collaborates with internal and external stakeholders across all levels, including the broader Senior Leadership team and other Executive Assistants
- Provides comprehensive executive support and upholds a strict level of confidentiality
- Organises domestic travel and accommodation through TRACS and QBT
- Prepares, collates, and manages the timely distribution of meeting papers, meeting minutes, reports, and briefs
- Drafts weekly branch emails for the Assistant Secretary

Department of Agriculture, Water, and the Environment
(via Relatbl, 2021)

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(via Hudson, 2021)

APS 5 Senior Assessment Officer

- Processed export, import, and transit permit applications, as well as ensured compliance and enforcement within the legislation
- Managed and implemented legislation relating to the international movements of hazardous waste to, from, or through Australia
- Consulted, prepared, and provided information to stakeholders on the legislation and the permit process
- Used a CRM system to manage and save information, as well as provided verbal and written briefings, including preparing assessment reports and maintaining accurate records
- Made decisions within defined parameters relating to the area of responsibility

Services Australia
(Ongoing, 2020 to 2021; via Beaumont and Beaumont, 2019 to

Acting APS 5 Information Officer / APS 4 Information Support Officer

- Occasionally acted up as team leader of the Consent team and the Public Interest team, and managed and led a team of four
- Processed sensitive information within the legislation and guidelines

2020)

- Had an average of 1018 Consent requests per month with consistent accuracy
- Allocated work to team members including urgent, critical, and high priority matters
- Managed and facilitated delegate returns, as well as the ordering and attaching of sensitive reports
- Quality checked work and privacy checked non-standard responses
- Provided assistance, guidance, and support to team members and management
- Maintained relationship with internal and external stakeholders, particularly medical boards, child protection agencies, the police, law firms, and insurance companies

Hyatt Hotel Canberra Guest Services Officer

(2018 to 2019)

- Assisted in organising events, functions, and large group bookings
- Handled all guest and internal customer complaints and inquiries
- Managed and organised daily reports, emails, forms, contracts, and other documents regarding guest and customer registrations and bookings
- Arranged and monitored guest bookings and financial activities, such as pre-authorisations, refunds, and invoicing, and maintained knowledge of hotel rates, packages, and special promotion activities

Capital Hotel Group Social Media Coordinator

(2016 to 2017)

- Researched audience preferences and current trends, and stayed up-to-date with changes in all social platforms
- Created engaging text, image, and video content
- Reported on online reviews and feedback from customers and guests
- Developed an optimal posting schedule, considering web traffic, and customer engagement metrics

Qualifications

Bachelor of Design (Visual Communication Design), University of Canberra, 2022 to current

Bachelor of Communications in Advertising: University of Canberra, 2013 to 2018

Certification in Media and Communication for the Fashion Industry: Istituto Europeo di Design, 2016

Certification in Visual Communication (Photoshop, InDesign, Illustrator), Adobe, 2021 (valid for 3 years)

Awards and Projects

Communications Project: University of Canberra, April to September 2016

The Amy Gillett Foundation Safe Together Competition Award: First Place Winner, 2016

Client's Choice University of Canberra Advertising Award: First Runner-Up, 2018

Internships

McCann World Group

2017

Vogue Pergolas and Fabrication

2017

Roundhouse Hotel Group

2016

Software and Languages Proficiency

Tagalog: C2

English: C2

Spanish: A1

Japanese: A0

Microsoft Office: Advanced

Creative Suite: Intermediate

HTML and CSS: Beginner

Security Clearance

Negative Vetting 1 (ID number: CS844723)

- Granted on 14 January 2022

Referees

Upon request