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Career Objective:

I am a motivated and technically oriented candidate with excellent communication skills. My professional aim is to work with other passionate people to produce compelling content for a variety of media platforms. I am committed to taking advantage of every opportunity to develop my skills and become a valuable asset of your company.

Education:

2015	Google Analytics Fundamentals Course
2012 – 2015	Queensland University of Technology Bachelor in Business (Advertising) Bachelor in Creative Industries (Film, TV and New Media Production)
2005 - 2010	River Valley High School Integrated Program (Singapore) Cambridge GCE A Levels

Employment History:

Mar 16 – Present: Informa - Freelance Blogger **Sydney, NSW AU**

Develop and maintain corporate workplace health and safety blog. Research and write articles in a professional style, which engages readers, mainly healthcare professionals. Interface with key departments (executive, marketing, customer service, IT etc.) to insure blog content captures readers' interest, while promoting company message. Use appropriate tools to provide management with metric reports.. Maintain quality assurance, by open information exchange with customer service and marketing departments. Promote company objectives with each blog article.

Mar 16 - May 16: Victoria's Basement – Retail Sales Assistant **Sydney, NSW AU**

Ensure that all customers receive excellent service – Greet all customers and assist customers with questions, needs and purchases, recommend products based on

customers' needs. Cultivate successful relationships with retail customers. Complete each transaction in a quick and efficient manner. Lead all social media sales initiatives. Clean shelves, counters, and tables and floor. Prepare merchandise for display, stock take and monitor inventory for individual sections.

Feb 12 - Dec 15: QUT eTV/QUT News – Production Assistant Brisbane, QLD AU

Film Sets: Deployed by production coordinator to carry boom mics and spare cameras, gaffer, update clapboard for each take, keep the set tidy, distribute call sheets, health and safety notices, help coordinate extras, perform crowd control duties and occasionally help to build and move sets.

Production Office: answer telephones, file paperwork, data entry, arrange lunches/catering, arrange transport reservations, distribute paperwork.

News: Minor research on current news story, set up camera/tripod/reflector and hold the boom during interviews. Replace camera batteries/memory cartridges.

Jan 15 - Dec 15: Creative Activation - Mystery Shopper Brisbane, QLD AU

Accept tasks for various retail clients, research client background and understand required customer service standards. Visit stores and interact with company employees, make purchases and return items when instructed, review standard of service from client employees. Write and file reports and submit receipts for reimbursement.

Apr 13 - Oct 13: Satay Ria Restaurant - Service Crew Brisbane, QLD AU

Greet customers and bring them to assigned tables, inform customers of daily specials. Take online and phone reservations, take orders/prepare takeaway orders. Communicate with chefs for customers with special diet and explain how various menu items are prepared. Serve food and clean tables. Maintain cleanliness of restaurant floor, tables and counter. Check with customers to ensure they are enjoying their meals and take actions to correct any problems. Collect payments. Perform food presentation duties and refill condiment containers regularly. Provide information about the local area and assisting in directions when needed.

June 11- Nov 11: Inlinexpress – Skating Coach Singapore

Coach beginner in-line skating classes. Handle children between ages 7 to 15. Assess students' current skill level and follow instructed curriculum. Encourage weaker students and adjust course curriculum accordingly, evaluate students regularly. Role model by adhering to all safety measures such as wearing safety equipment, ensure the location is secure, no stray objects or obstacles are present.

Educate students on maintaining and packing their gear. Perform checks on equipment, occasionally repair or replace faulty gear. Pack and transport hundreds of equipment sets between schools during the day.

May 11 - Sept 11: Pitstop Café – Café Manager**Singapore**

Key holder responsibilities including opening and closing of cafe. Maintain cleanliness and high levels of hygiene of the café, take orders, make and serve food and drinks. Update phone and online reservation lists. Do cash/credit transactions and tabulate daily sales, closing. Maintain excellent levels of communication with the cafe team and train new employees. Manage staff rosters and ensure staff are providing outstanding service. Ordering and storing food and beverage stock.

Jan 11 - Jun 11: Singapore Press Holding - Customer Service Officer**Singapore**

Answer incoming calls and assist the customers or process their requests/subscriptions accordingly (up to 100 calls per day). Update customer database, liaise with delivery department and editorial department to resolve customer conflicts.

Jun 10 - Dec 10: Calvin Klein – Retail Assistant**Singapore**

Greeting customers, ensuring clear displays of products and promoting new catalogues. Daily stock-take and replenishing display stands, maintaining cleanliness of shop and booth.

Jun 08 - Jun 09: Discover Vacation Camps - Science Camp Leader**Singapore**

Assisting teachers to conduct science experiments and teach science concepts based on experiment results. Set up equipments and prepare materials weeks in advance and prepare the classroom ensuring safety of students when dealing with heavy or sharp objects or dangerous materials. Take care of 7-9 year old children outside of classes, including feeding and taking them on field trips.

June 07: Personal Assistant**Singapore**

Help client with filing and claiming receipts, booking restaurants for meetings, booking flights. Manage his daily schedule.

Nov 06 - Dec 06: Courier Circle - Data Entry**Singapore**

Take courier phone orders and bookkeeping.

Referee:**Brent Clarke - Supervisor**

Victoria's Basement

Ph: 0404 245 238

Key Skills:

Demonstrated Abilities

- Mac Literate
- Efficient in Microsoft Office Programs and Google Drive.
- Ability to remain calm and in intense situations
- Ability to take the initiative to address tasks without instructions
- Patience and willingness to perform repetitive and routine work
- Ability to produce high quality and accurate work
- Keen observation and attention to detail

Communication

- Respond to telephone and counter enquires
- Able to converse in English and Mandarin
- Ability to effectively communicate with people of all ages
- Confident verbal and writing skills
- Ability to liaise with both management and staff /team members comfortably

Customer Service

- Ability to anticipate the needs of clients and suggest practical options
- Capacity to greet clients in a warm, professional manner and assist them
- Provide fast, efficient and friendly service to customers
- Experience with various cash registers/EFTPOS/scanners
- Familiar with security procedures required when dealing with cash