RESUME 2019

CONTACT DETAILS

NAME: LEYLA MCDERMOTT

ADDRESS: 2/5 KERR STREET

LILYDALE VICTORIA 3140

AUSTRALIA

MOBILE: 0410518959 / 03 97074455

EMAIL ADDRESS:LEYLAKATINS@HOTMAIL.COM

SUMMARY: I HAVE SOME TERTIARY QUALIFICATIONS, BUT OF PARAMOUNT IMPORTANCE IS MY PROFESSIONAL, ENERGETIC AND ORGANIZED APPROACH TO SALES /ADMINISTRATION, STRONG MICROSOFT SUITE SKILLS, GREAT INTERPERSONAL ABILITIES, AS WELL AS ADAPTABILITY. I AM SOMEONE WITH A “CAN DO” ATTITUDE, WHO IS HAPPY TO PUT IN AND BE PART OF A CLOSE KNIT TEAM AND TO BE ABLE TO MAKE DECISIONS AND HANDLE RESPONSIBILITY.

EDUCATION/QUALIFICATIONS

INSTITUTION: WANTIRNA TAFE

CITY/COUNTRY: WANTIRNA VICTORIA

QUALIFICATIONS: EXCEL ADVANCED CERTIFICATE

COMPLETED: 2012

INSTITUTION: HAWTHORN TAFE

CITY/COUNTRY: HAWTHORN VICTORIA

QUALIFICATIONS: POWERPOINT CERTIFICATE

COMPLETED: 2012

INSTITUTION: FIRST AID LEVEL 1 & LEVEL 2

CITY/COUNTRY: MELBOURNE

QUALIFICATIONS: COMPLETED

COMPLETED: 2006

INSTITUTION: WANTIRNA TAFE

CITY/COUNTRY: WANTIRNA

QUALIFICATIONS: INTRODUCTION TO COMPUTERS

COMPLETED: 1996

INSTITUTION: LILYDALE TAFE

CITY/COUNTRY: LILYDALE

QUALIFICATIONS: INTRODUCTION TO BOOKKEEPING

COMPLETED: 1995

INSTITUTION: WANTIRNA TAFE

CITY/COUNTRY: WANTIRNA

QUALIFICATIONS: INTERMEDIATE FOOD AND PREPARATION

COMPLETED: 1994

INSTITUTION: LILYDALE HIGH SCHOOL

CITY/COUNTRY: LILYDALE

QUALIFICATIONS: COMPLETED YEAR 11

COMPLETED: 1993

EMPLOYMENT HISTORY

**WHITEHORSE MOTORS – LILYDALE TOYOTA, YARRA VALLEY NISSAN, EASTERN SUZUKI, EASTERN RENAULT**

START DATE: APR 2015

END DATE: TO PRESENT

POSITION/TITLE: CAR CARE MANAGER

RESPONSIBILITIES/ ACHIEVEMENTS: SELLING OF AFTERMARKET TO ALL CUSTOMERS NEW AND USED. RELIEF RECEPTION AND ADMIN DUTIES. ABILITY TO WORK UNDER PRESURE. SALES SUPPORT TO THE SALES TEAM AND MANAGERS. MANAGING MUTIPLE TASKS. ABILILY TO SHOW INITITIVE. RECEPTING EFT,CASH /SETTLEMENTS & DEPOSITS, RAISING PURCHASE ORDERS. INVOICING. CUSTOMER QUERIES/ ISSUES. WEEKLY REPORTS. MEETING TARGETS. MANAGING MY OWN DEPARTMENT. MANAGING WARRANTY CLAIMS OR CUSTOMER COMPLAINTS. USING PENTANA SOFTWARE DAILY. EXPOSURE TO SAP. EXPOSURE TO SALESFORCE. B2B ACCOUNTS. ASSISTANT TO BUSINESS MANAGER. MARKETING PRESENTATIONS.DESIGNING BROCHURES FOR MARKETING.TRADE SHOW PLANNING AND SETUPS. ANY HOC DUTIES AS REQUIRED

**HFH AUTOMOTIVE GROUP – BERWICK TOYOTA, BERWICK VOLKSWAGEN, BERWICK FORD - TEMPING**

START DATE: APR 2014

END DATE: TO APRIL 2015

POSITION/TITLE: CAR CARE MANAGER

RESPONSIBILITIES/ ACHIEVEMENTS: SELLING OF AFTERMARKET TO ALL CUSTOMERS NEW AND USED. RELIEF RECEPTION WHEN REQUIRED. AND ADMIN DUTIES. ABILITY TO WORK UNDER PRESURE. SALES SUPPORT TO THE SALES TEAM AND MANAGERS. MANAGING MUTIPLE TASKS. ABILILYT TO SHOW INITITIVE. RECEPTING EFT/DEPOSITS, RAISING PURCHASE ORDERS. INVOICING. CUSTOMER QUERIES/ ISSUES. WEEKLY REPORTS. MEETING TARGETS. MANAGING MY OWN DEPARTMENT. MANAGING WARRANTY CLAIMS OR CUSTOMER COMPLAINTS. USING PENTANA SOFTWARE DAILY. EXPOSURE TO SAP. EXPOSURE TO SALESFORCE. B2B ACCOUNTS. ASSISTANT TO BUSINESS MANAGER. MARKETING PRESENTATIONS.DESIGNING BROCHURES FOR MARKETING.ANY HOC DUTIES AS REQUIRED.

**BISSELL AUSTRALIA**

START DATE: MAY 2011

END DATE: APRIL 2014

POSITION/TITLE: EXECUTIVE ASSISTANT

RESPONSIBILITIES/

ACHIEVEMENTS: ASSISTANT TO 15 SALES REPS AND MANAGERS OVER AUSTRALIA AND NZ. ORGANIZATION SKILLS IS A MUST WITH MY ROLE. REPORTING AND ORGANISING ALL DEMONSTRATION EQUIPMENT ALONG WITH ANY PROMOTIONAL ITEMS. INVOICING AND CREDITING. MANAGING PRICING AND PROMOTIONS IN OUR ORACLE SYSTEM. DAILY REPORTING. CREATING PIVOT TABLES IN EXCELL AND V LOOK UPS FOR REPORTING. EXPENCES. TRAVEL BOOKINGS. ORGANISING ALL CONFRENCES, MEETINGS AND ANY OTHER SALES OR SPECIAL EVENTS. MARKETING EVENTS. PROMOTIONIAL BROCHURES AND MERCHANISE. TRADE SHOW PLANNING AND SETUPS.

**TEMPORARY SATURDAY AFTERMARKET CONSULTANT – HFH Auto Group -Berwick Toyota, Berwick** **Volkswagen, Berwick Ford, Ferntree Gully Kia/Hyundai**

START DATE: MAY 2011

END DATE: APRIL 2014

POSITION/TITLE: Saturday Aftermarket Consultant

RESPONSIBILITIES/ ACHIEVEMENTS: AFTERMARKET SALES TO ALL CUSTOMERS NEW AND USED.

**HARVEY NORMAN**

START DATE: APR 2009

END DATE: MAY 2011

POSITION/TITLE: PERSONAL ASSISTANT

RESPONSIBILITIES/ ACHIEVEMENTS: PERSOANL ASSISTANT TO THE FURNITURE DIRECTOR. PAYING ALL EXPENCES AND WAGES. ORGANISING HIS DIARY, MAKING ALL HIS APPOINTMENTS/FLIGHT BOOKINGS ETC. ACCOUNTS/CUSTOMER SERVICE, CASHIERING, ALSO MANAGING SALES STAFF, COUNCELLING STAFF, TRAINING. ANYTHING ELSE MY MANAGER OR HIS WIFE NEEDS ME TO DO IS DONE WITH A SMILE. ALSO CALENDAR MANAGEMENT, THE PREPARATION AND DISTRIBUTION OF BUSINESS CORRESPONDENCE, THE PLANNING OF SHORT & LONGER TERM TEAM ACTIVITIES, HANDLING TELEPHONE TRAFFIC, OVERSEEING EXPENSE ARRANGEMENTS, THE MANAGEMENT OF ADMINISTRATIVE SYSTEMS, RECORDS AND DOCUMENTATION, AND GENERAL OFFICE TASKS AS REQUIRED.

**DONCASTER BMW AND MINI GARAGE**

START DATE: FEB 2008

END DATE: APR 2009

POSITION/TITLE: DELIVERY CO ORDINATOR

RESPONSIBILITIES/ ACHIEVEMENTS: VIC ROADS, REGISTRATIONS/ TRANSFERS/ PLATE SWAPS FOR ALL NEW VEHICLES. COMMUNICATING WITH CUSTOMERS TO PICK UP THERE VEHICLE. ORGANISING GIFTS/ VEHICLE BOOKS/ NAVAGATION SET UP. MAKING SURE ALL PAPER WORK IS COMPLETED BEFORE DELIVERY. RELIEF RECEPTION, CUSTOMER ASSISTANCE ON THE SHOW ROOM FLOOR.

ASSISTANT TO THE GENERAL SALES MANAGER. COMPLETING DAILY REPORTS. AND EXCEL SPREADSHEETS AND ANY OTHER ADMINISTRATION DUTIES REQUIRED.RELIEF RECEPTION AND SATURDAY RECEPTION

**RINGWOOD MAZDA**

START DATE: JAN 2007

END DATE: DEC 2007

POSITION/TITLE: AFTERMARKET CONSULTANT & DELIVERY COORDINATOR

RESPONSIBILITIES/ ACHIEVEMENTS: ORGANISING NEW CAR AND USED CAR DELIVERIES FOR PREDELIVERY AND OUR SALES CONSULTANTS. SELLING OF AFTERMARKET TO ALL CUSTOMERS NEW AND USED. ASSISTANT TO THE GENERAL NEW CAR MANAGER. RELIEF RECEPTION AND ADMINISTRATION DUTIES.

**GRAHAM WERNER TOYOTA**

START DATE: JUL 2006

END DATE: DEC 2006

POSITION/TITLE: AFTERMARKET CONSULTANT

RESPONSIBILITIES/ ACHIEVEMENTS: SELLING OF AFTERMARKET TO ALL CUSTOMERS NEW AND USED. ASSISTANT TO THE GENERAL NEW CAR MANAGER. RELIEF RECEPTION AND ADMINISTRATION DUTIES. WHEN REQUIRED.

**COFFEY FORD PTY LTD**

START DATE: SEP 2004

END DATE: JUL 2006

POSITION/TITLE: AFTERMARKET CONSULTANT & NEWCAR SALES

RESPONSIBILITIES/ ACHIEVEMENTS: SELLING OF NEW CARS AND AFTERMARKET CONSULTANT TO ALL NEW AND USED CUSTOMERS. ASSISTANT TO THE DP AND NEWCAR MANAGER.RELIEF RECEPTION.

**ETHERIDGE FORD PTY LTD**

START DATE: AUG 2000

END DATE: JUL 2004

POSITION/TITLE: RECEPTIONIST/ADMINISTRATION

RESPONSIBILITIES/ ACHIEVEMENTS: ANSWERING A VERY BUSY SWITCHBOARD FOR BOTH ETHERIDGE FORD IN RINGWOOD AND ETHERIDGE FORD IN VERMONT.ASSISTANT TO GENERAL SALES MANAGER AND NEW CAR MANAGER. MEETING AND GREETING CLIENTS. FILING, DATA ENTRY, MAIL OUTS. ETC. SATURDAY RECEPTION WAS REQUIRED ALSO.

**NUNAWADING DAEWO & PEUGOT**

START DATE: JUL 1999

END DATE: JUL 2000

POSITION/TITLE: STOCK CONTROL, REGISTRATION CLERK, RECEPTIONIST

RESPONSIBILITIES/ ACHIEVEMENTS: REGISTRATION OF NEW AND USED CARS AS PER VIC ROADS. PUTTING CARS INTO STOCK ON ARRIVAL AND OUT OF STOCK. ANSWERING SWITCHBOARD AND ANY OTHER DUTIES BY THE GENERAL SALES MANAGER OR USED CAR MANAGER. POSITION BECAME REDUNDANT DUE TO BUSINESS CLOSURE.

**TREEBY FIRST NATIONAL REAL ESTATE**

START DATE: JUL 1998

END DATE: JUL 1999

POSITION/TITLE: SALES SECRETARY

**THE ARGUS & AUSTRALIASIAN**

START DATE: DEC 1995

END DATE: JUL 1998

POSITION/TITLE: RECEPTIONIST/PA

REFEREES

CHARLES MARTORANA

PHONE: 0413 741 198

ORGANISATION/POSITION: BUSINESS MANAGER YARRA VALLEY TOYOTA

JEANETTE SALOMON

PHONE: 0407 174 332

ORGANISATION/POSITION: CAR CARE MANAGER DANDENONG HYUNDAI & MITSUBISHI