
Profile

Experienced **Administration Support & Customer Service Officer** with excellent communication and interpersonal skills. Recently participated in the **Victorian Government Digital Jobs Program**, gaining a certification in **Digital Marketing** from The Digital Marketing Institute. Strong skills in stakeholder management with experience in building relationships. **Google Ads** certified and specialising in **Paid Social Media Marketing**. Strong candidate looking to utilise extensive skills and experience in a Digital Marketing role in Melbourne.

Relevant Areas of Competency

- | | | |
|--------------------------|----------------------------|------------------------|
| ▪ Great Communicator | ▪ Interpersonal Skills | ▪ Coordination Skills |
| ▪ Business Processes | ▪ Customer Service | ▪ Relationship Builder |
| ▪ Information Technology | ▪ Policies & Procedures | ▪ Stakeholder Liaison |
| ▪ Problem Solver | ▪ High Attention to Detail | ▪ Team Collaboration |

Key Professional Strengths

- **Communication** Exercises open and informed verbal communication techniques with linguistic abilities
- **Relationship Management** Builds trusted and respected relationships engaging with customers and team members
- **Strong Technical Skills**

Professional Experience

Plumb Fast

Service Coordinator: March 2015 (temp role through Hays)

Duties included:

Answering calls from clients and potential clients, organising quotes to be sent to clients, organising plumber schedules, updating Excel databases, data entry

Toll Liquids

Assistant to the National Training Manager Oct 2014 – Dec 2014 (temp role through APS)

Duties included:

Data entry, updating databases on Share Point, Excel etc., reformatting documents, scanning documents, filing, using MS Office, general office administration

IGA Supermarket

Check Out Operator and Deli Assistant December 2013 – February 2014 (Holiday position)

Duties included:

Assisting customers, cash handling, operating EFTPOS machine, handling customer complaints.

Worksafe

Administration Assistant May – July 2013 (Temp position through Hays)

Duties included:

Logging jobs in a help desk system, booking technicians to fix any issues that couldn't be solved by the onsite engineer, creating excel spreadsheets, assisting the Fleet Manager with entering and updating cars in Microsoft Access and Figtree, faxing, scanning and copying documents, creating TRIM files, using Lotus Notes, booking meetings, creating/reformatting word documents, organising the calendar of the executive manager of finance and administration, paying invoices using a P2P system, ordering stationery.

Education & Qualifications

DIGITAL MARKETING INSTITUTE

- CERTIFICATE IN DIGITAL MARKETING

Systems Capability

Highly proficient in utilising: MS Office applications **MS Excel, MS Word, MS PowerPoint, MS Outlook and internet.** **Other Systems:** Google Analytics G4, Google Ads, Social Media ads