

## Contact

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## Top Skills

Customer Service

Sales

Telemarketing

## Certifications

How to Slow Down and Be More Productive

# Evelyn Paplauskas

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Kingswood, New South Wales, Australia

## Summary

Nearly two decades of customer service in both telephone and retail sales. Familiar with brand execution at a front line level. Experience includes using CRM systems such as SAP ERP/CRM and BASIS as well as POS systems.

Hobbies include anything remotely related to computer programming, web/app development and linux systems. I also enjoy live theatre, musicals, stage productions, science fiction novels and shows.

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## Experience

### All About You Care and Supports

Administrative Assistant and In-house Software Solution Creator

January 2020 - Present (3 months)

Gateshead, NSW

Assist with administrative tasks using both Xero and Deputy, MS Office and additional software

- Self directed time management whilst working remotely from home

- Regular attendance in office for training and business development discussions

- Documentation of business processes and proposing improvements

- Leveraging previously self learned knowledge of web development and IT solutions to build in-house tools for greater efficiency

- Concurrently studying in a "Fast Track" Front-End Developer Bootcamp at Coder Academy with a view of improving tools utilised by All About You Care and Supports

### Hilti Australia

Customer Service Specialist

April 2018 - December 2019 (1 year 9 months)

Sydney, Australia

- Diverse communication delivery and response by phone, email and webchat to meet needs of customers whilst providing in-house sales support for retail store persons and field sales agents.

- Being aware of full product portfolio including the tool or consumable product usage and their relevant specifications
- Determine appropriate solution for customer by active listening to ensure best outcome in sales and support
- Tracking and resolving issues with deliveries and customer expectations

## Coca-Cola Amatil

### Customer Service Representative

January 2010 - March 2017 (7 years 3 months)

Sydney, Australia

Sales and service via telephone, email and fax correspondence.

The majority of the time in this position I was assigned a regular telephone sales route. This involved managing my time to speak to approximately 80-100 warm customers per day. More than just an order taker, I would perform:

- Assisting with additional inbound call load of up to 20 calls per day
- Minor troubleshooting over the phone for refrigeration or post mix beverage equipment and to determine if an onsite technician visit was required
- Assist in resolving account issues including credit card payments from customers
- Communicating with stakeholders and coordinating with local field sales reps to execute brand strategy and achieve monthly, quarterly and yearly sales targets
- Building and maintaining rapport with customers over repeated contact to help build a trusting business relationship

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## Education

### Singleton High School

· (1995 - 2000)

### Coder Academy

Computer Programming, Specific Applications · (2020)