**PROFILE**

**ASHLEY ARCHER COOTE**

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* **KEY ATTRIBUTES**

Results-oriented professional with progressive experience in business operations support and administrative assistance. Proven track record in managing diverse tasks, fostering stakeholder relationships, and ensuring smooth office functioning. Highly skilled in comprehensive administrative support, logistics coordination, and process streamlining. Adept at problem-solving, maintaining composure in fast-paced environments. Strategically tackles challenges with a can-do attitude and practical solutions. Dedicated to exceptional customer service and fostering a positive team culture for organizational success.

***OFFICE SUPPORT COORDINATOR***, FORTESCUE FUTER INDUSTRIES - PERTH WA **JUL 2022 – CURRENT**

* Greet and engage staff members and visitors, ensuring a pleasant atmosphere.
* Act as the key liaison for the Balcatta site while managing stakeholder relationships.
* Provide efficient administrative support, including assisting senior leaders with diary management, scheduling meetings, and securing meeting rooms.
* Conduct site tours, providing detailed information to new visitors.
* Utilise Ariba and SAP systems to identify the required supplies, and compare prices and specifications while meticulously managing invoices, ensuring accuracy and timely processing.
* Work closely with suppliers and vendors, maintaining regular communication to track order status, resolve any issues, and ensure timely delivery of goods.
* Streamline the onboarding process for new vendors and consistently ensure the smooth issuance and signing of NDAs.
* Assist the HSE Committee, supporting health, safety, and environmental initiatives.
* Organise team functions, including catering arrangements and managing desk bookings via the Nura platform.
* Assist in mobilising contractors, providing seamless integration into operations.

***Achievements***

* *Helped the team reach a key milestone by contributing to the development of fundamental blocks in finding a sustainable solution for creating Green iron.*
* *Successfully organised key team-building events that fostered strong bonds, improved communication, and enhanced collaboration among team members****.***

**PROFESSIONAL EXPERIENCE**

* **Administrative Support:** Demonstrated proficiency in providing efficient administrative and executive support, including diary management, travel planning, scheduling meetings, and coordinating office operations. Skilled in managing stakeholders, facilitating communication, and maintaining positive relationships with stakeholders.
* **Communication and Relationship Management:** Recognised for strong interpersonal skills with the ability to communicate effectively with stakeholders and team members at all levels of the organisation. Skilled in building positive relationships, managing stakeholders’ expectations through proactive communication and coordination.
* **Organisation and Time Management:** Proven ability to uphold cleanliness and organisation of office areas, prioritise tasks, and manage multiple responsibilities simultaneously. Efficiently handled various tasks, including coordinating team-building events, logistics and procurement, and invoicing.
* **Initiative and Problem-Solving:** Demonstrated initiative in establishing new policies, contributing ideas for improvement, and driving continuous enhancements. Actively participated in training and development activities, resolving customer inquiries and escalating critical issues for prompt resolution.
* **Team Collaboration and Support:** Strong team player who fosters a positive team culture, prioritises team well-being, and contributes insights, ideas, and support to colleagues.
* **Confidentiality and Discretion:** Demonstrated ability to handle sensitive and confidential information with the utmost discretion and maintain high confidentiality in all tasks and interactions.
* **Technology Proficiency and Learning Agility:** Proficient in using various software programs, operating systems and office productivity tools to enhance productivity. Quick learner who adapts well to new technologies, processes, and systems.
* **OFFICE ADMINISTRATION**
* **DIARY MANAGEMENT**
* **EVENT PLANNING**
* **TRAVEL ARRANGEMENT**
* **PROJECT MANAGEMENT**
* **ORGANISATIONAL SKILLS**
* **CONTRACT & VENDOR LIAISON**
* **PROCESS IMPROVEMENTS**
* **COMMUNICATION SKILLS**
* **PROFESSIONAL DEVELOPMENT**
* **CONFIDENTIALITY**
* **TECHNICAL ADAPTABILITY**
* **ATTENTION TO DETAIL**
* **TEAM ENGAGEMENT**
* **COLLABORATION**

***CUSTOMER SERVICE REPRESENTATIVE*, BANKWEST - PERTH WA** **MAR 2022 – JUL 2022**

* Provided accurate information to customers efficiently and customer-focused while adhering to compliance guidelines.
* Established policies within delegated levels of authority and updated policies to meet the needs of customers.
* Maintained accurate customer and policy records on General Insurance systems through meticulous data processing.
* Exercised judgment in an appropriate escalation of customer inquiries beyond delegated levels of authority to ensure prompt resolution.
* Participated in training and development activities, collaborating with the Team Manager to execute training sessions.
* Fostered team effectiveness by actively contributing ideas, insights, and support to colleagues, cultivating a collaborative and positive work environment.
* Promptly escalated critical operational issues, ensuring timely intervention and resolution to minimise potential disruptions to customers and operations.
* Conducted complaint investigations and analysis as directed by superiors.
* Consistently monitored individual Key Performance Indicator (KPI) targets, proactively identifying areas for improvement.

***Achievement***

* *Went above and beyond standard customer service practices by proactively following up with vulnerable customers, reinforcing the bank's commitment to their well-being and providing personalised assistance tailored to their circumstances.*

**SGS - PERTH WA** **FEB 2021 – JAN 2022**

***CLIENT SERVICES OFFICER / SAMPLE ADMINISTRATOR***

* Ensured accurate identification, labelling, storage, and disposal of samples to maintain comprehensive records.
* Assisted clients with logistic issues, addressing their concerns and providing timely updates on the progress.
* resolved all balances on cancelled accounts, managing financial transactions to maintain accurate accounting records.
* Consistently meet month-end and year-end timeframes, collaborating with cross-functional teams to streamline processes.
* Promptly responded to account payment queries, effectively utilising email, phone calls, and correspondence to address customer inquiries and provide resolution while handling client inquiries regarding the laboratory's capabilities.
* Generated and issued reports as necessary to fulfil client requests, ensuring accurate and timely delivery of relevant information to meet client expectations.
* Produced preliminary and final reports to customers by Service Level Agreements, maintaining high attention to detail.
* Assisted the team by triaging customer emails, performing administrative tasks, and conducting reporting activities.
* Managed logistics of samples sent to external laboratories, closely monitoring and coordinating the processing of samples within agreed turnaround times.
* Handled inbound phone calls and email inquiries from customers, providing responses, resolving queries, and directing complex issues to appropriate teams.
* Participated as a member of WCS committees, contributing to developing and implementing better work practices sitewide.
* Drove continuous improvements within the laboratory by contributing ideas, suggestions, and insights to enhance operational processes and efficiency.

***Achievements***

* *Helped identified strategies to address lost revenue by identifying unpaid storage fees, resulting in the recovery of outstanding funds.*

**AUSTRALIAN DEFENCE FORCE - NSW VIC QLD** **2014 - 2017**

***WAREHOUSE STORES PERSON***

* Performed accounting duties, including financial reporting, receipt and issuing transactions to maintain accurate and up-to-date records of inventory and supplies.
* Managed the ordering and reacquisition process in collaboration with stakeholders, ensuring timely procurement.
* Selected, packaged, and distributed bulk or technical stores, ensuring proper handling and safe delivery.
* Assisted in the planning process for ordering, returning, storing, and maintaining military equipment, contributing to the effectiveness of Army units.
* Supported resource requirement calculations and essential financial management to optimise logistical operations.
* Engaged in continual training and education to enhance logistical and military skills, staying updated with the latest practices.
* Conducted fortnightly weapons stocktakes and armoury counts, meticulously following Defense security protocols.
* Managed accounts, ensuring accurate records and timely processing of financial transactions, contributing to efficient accounts management and maintenance.

***Achievements***

* *Maintained an excellent safety record in handling, storing, and distributing dangerous goods, adhering to safety protocols with a 100% compliance rate, ensuring the safety of personnel and minimising risks****.***

**PROFESSIONAL EXPERIENCE**

**ASHLEY ARCHER COOTE**

***PROFESSIONAL RÉSUMÉ***

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**STORE MANAGER, YD ACT** **2012 - 2013**

**WORK HISTORY**

REFEREES AVAILABLE IMMEDIATELY UPON REQUEST

**REFEREES**

MICROSOFT OFFICE SUITE (WORD, EXCEL, POWERPOINT, OUTLOOK)

SAP

ARIBA

CCLAS 6- LIMS

POS

DIFFERENT OPERATING SYSTEMS ON THE GO

**COMPUTER SKILLS**

PROJECT MANAGEMENT FUNDAMENTALS

VALUES IN LEADERSHIP PROGRAM

FORTESCUE LEADER 101

101 CHANGE MANAGEMENT

COMMUNICATE WITH INFLUENCE

**TRAININGS**

HANDLING DANGEROUS GOODS/ HAZARDOUS SUBSTANCES

APPROVED ARRANGEMENT ACCREDITATION FOR AA ACCREDITED PERSONS

OCCUPATIONAL FIRST AID SKILL SET CERTIFICATE

STANDARD MENTAL HEALTH FIRST AIDER

ADVANCED FIRST AID & CPRADVANCED

CONFINE SMALL EMERGENCIES IN A FACILITY

OPERATE AS PART OF AN EMERGENCY CONTROL ORGANISATION

**LICENCES**

GRADUATE CERTIFICATE IN MANAGEMENT, AUSTRALIAN INSTITUTE OF MANAGEMENT 2023

DIPLOMA OF LABORATORY TECHNOLOGY, TAFE NSW 2020

CERTIFICATE IV IN LABORATORY TECHNIQUES, TAFE NSW 2019

CERTIFICATE III IN PATHOLOGY ASSISTANCE, TAFE NSW 2018

CERTIFICATE III IN WAREHOUSE OPERATIONS & INVENTORY MANAGEMENT, AUSTRALIAN ARMY 2015

ADVANCED DIPLOMA IN SPORTS MANAGEMENT, AUSTRALIAN BUSINESS ACADEMY 2011

**EDUCATION**

**ASHLEY ARCHER COOTE**

***PROFESSIONAL RÉSUMÉ***

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