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**MELISSA GAULD**

18 January 2024

HR Manager

Dear Hiring Manager

I am a highly adaptable and goal-oriented expert with a demonstrated track record in delivering excellent Customer Services and Administration outcomes. I am seeking a rewarding role in which I can utilise my expertise and experience in the management of competing priorities, working with individuals in a variety of settings, and delivering consistent outcomes in line with role and industry-based expectations.

With a proven track record of delivering exceptional customer service and a passion for building positive client relationships, I believe my skills and experiences align perfectly with your company's goals.

Throughout my career, I have developed a range of key skills, including:

* Known for consistently exceeding customer expectations by actively listening to their needs and providing tailored solutions.
* Adept at conveying complex information in a clear and concise manner, both verbally and in writing, adapting communication style to suit diverse customer preferences.
* Demonstrated proficiency in resolving customer issues promptly and efficiently, ensuring high levels of satisfaction and retention.
* Proven ability to work collaboratively with cross-functional teams to address customer concerns, contributing to a positive and cohesive work environment.
* Excels in fast-paced environments and thrive under pressure, quick to learn new systems and technologies to enhance service delivery.
* Meticulous in maintaining accurate records, documenting customer interactions, and ensuring compliance with company policies.
* Assumes personal responsibility for all aspects of work - quality, timeliness and results, seeking to completing tasks with little oversight.
* Comprehensive understanding of administration management procedures, including document preparation, record keeping, and managing confidential information.
* Strong history of quickly identifying and resolving customer issues, implementing process improvements, and enhancing overall customer experiences.
* Solid organisational and proven time management skills, and the ability to work to deadlines, prioritising activities, managing competing priorities, and responding to ad hoc and critical requests.
* Willing to undergo or acquire any required checks, tests, trainings or licences as required for acceptance in the position.

I am excited about the opportunity to bring my skills and experience to your organisation and am confident that I will be an instrumental member of your team. I welcome the opportunity to discuss how I can contribute to your organisation further and I look forward to hearing from you.

Yours faithfully

**MELISSA GAULD**

*Encl. Professional Résumé*

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