

Gemma Elsom

"Thank you for being such a pleasure to work with... you continually blew me away with your professionalism...." Sasha Folker, director of Same As It Ever Was. 2015

Profile

Working in various customer facing and non-customer facing service roles for over a decade, I have developed the passion and ability to interact confidently with both the public and my colleagues. Being a very empathetic person, I firmly believe the relationship between a customer and a customer service agent should be one of respect and understanding. I am currently working as a digital agent at the Australia Post Customer Contact Centre. Mainly speaking with customers on Facebook, Twitter and Live Chat, this role has allowed me to develop strong decision making and problem solving skills in order to deal with media threats from the public and conflict with internal and external customers. I have received extensive training in social media tone of voice and I am very comfortable with the responsibility that comes with representing an organisation online.

I am a writer and actress, and I have been producing my own work for five years now, which has given me the skills to work with a tight budget, lead a team, and market an experience to the public in order to make a profit. I am well-travelled, independent, reliable and mature. As a result, I have become incredibly organised, thorough and my outgoing personality is an asset to any team.

Education

CURRENTLY COMPLETING: BACHELOR OF ARTS AND DIPLOMA OF INFORMATION TECHNOLOGY

This year I returned to University to complete my degree, though I am now majoring in Sociology. I am concurrently studying a Diploma of Information Technology. I am studying online through the University of New England.

STUDIED: BACHELOR OF ARTS

University of the Sunshine Coast/Queensland University of Technology 2013-2016

I completed nine subjects in a Bachelor of Arts and Entertainment Industries before leaving to work full-time.

SENIOR CERTIFICATE

Caloundra State High School 2012

Vocational Education and Training

Certificate III in Customer Engagement 2017

Responsible Service of Alcohol (RSA) 2015

Certificate II in Workplace Practices - 2010

Certificate I in Information Technology - 2010

Customer Service Employment

AUSTRALIA POST

Digital team - August 2016 - current

Level 3 Customer service agent

MCDONALDS AUSTRALIA

April 2014 - August 2016

Crew member

WOOLWORTHS

SEPTEMBER 2010 – JUNE 2013

Customer Service Operator

Arts Employment

Broader Lines - Regular Content Contributor - 2019 to Present

The Party To End All Parties - Actor, Writer, Director, Producer - Anywhere Festival, 2019

Theda Bara Smiles - Actor, Writer, Director - Kunstbunker, 2017 & Anywhere Festival, 2018

Solus - Actor - Short film, 2017

Backyard Double Bill - Actor - Anywhere Theatre Festival, 2016

[Same as it ever was](#) – Actor - Short Film, 2015

Good Life Choices – Writer, Actor, Director – Brisbane Fringe Festival 2015

[University of the Sunshine Coast “Rise, and Shine” commercials](#), Actor - 2014

[My Tertiary Education Day \(University outreach program\)](#), Actor - 2014

Extracurricular Activities

Volunteer for Chicago Humanities Festival - 2013

Volunteer for Chicago Fringe Festival - 2013

References

Zerahiah Bodle

Colleague

Capability & Digital

Australia Post

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