

GEORGINA LEVITKI

Mobile: 0492 859 633 Email: georgina.levitki@hotmail.com

Career Objective

To leverage experience in a deadline-driven customer service-based environments to quickly learn and grow as a web developer. Strong communication skills combined with the proven ability to build robust relationships and effectively manage competing demands result in the achievement of challenging goals. A highly motivated self-starter who is fully committed to proving herself in a new career.

Education & Qualifications

current	Full Stack Web Development Monash University Boot Camps
2012	Pilates Matwork & Functional Anatomy STOTT Pilates
2011	Certificate III & IV in Fitness Victoria University
2008	Diploma of Textiles, Clothing & Footwear Diploma of Business (Frontline Management) RMIT TAFE
2004	Certificate III in Hospitality Operations TASA
2002	VCE Certificate Laverton Secondary College
2000	Certificate III in Information Technology Victoria University

Employment Overview

The Fitz Café & Rooftop, Fitzroy

Food & Beverage Attendant (2021 Mar – current)

- » Provided excellent customer service, tending to customer requests and needs.
- » Demonstrated accuracy in cashiering, cash handling and credit card processing.
- » Performed opening and closing duties as required.

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WorldLink, Bac Ninh, Vietnam

English Teacher (2019 Nov – 2020 Feb)

- » Developed lesson plans to support learning objectives in syllabus for kindergarten and early primary aged children.
- » Travelled from site to site, being based at various schools and teaching centres in the area.

Abercrombie & Kent, South Melbourne

Account Manager (seasonal {2017 Nov - 2018 Apr} – {2018 Nov - 2019 Apr})

- » Selected for promotion based for pre-operationally renegotiating rates with suppliers and surpassing margins on overall accounts.
- » Increased organisation and prioritising skills by dealing with multiple competing tasks, client requests, and emergency situations whilst working consistently within established timelines.
- » Maintained a high level of customer service with 'round the clock' support in operational issues, such as last-minute itinerary deviations or challenging customer requests.
- » Processed expenses, created quotes, invoices and itemised cost sheets.
- » Maintained cruise accounts and stakeholder relationships throughout Australia,
- » Ensured detailed pre-season planning and in-season smooth delivery of cruise tour operation.
- » Coordinated touring itineraries, venue and activity bookings, vehicle arrangements, and miscellaneous private requests.

Administration Coordinator (2016 Oct – 2018 Nov)

- » Provided administrative support to senior team members and Account Managers.
- » Responsible for cruise tour guide management, obtaining and storing sensitive information, and booking guides for tour jobs across Australia.
- » Daily tasks included managing incoming calls, emails, database entry, preparing, amending, sending documentation via courier services, prioritising deadlines, electronic filing.
- » Recipient of Innovator of the Quarter Employee award for developing time saving guide booking processes.
- » Instrumental in training interns and temporary administrative support staff.
- » Re-designed and optimised the Guide Manual creating clarity and a source of complete information for guides, temporary staff, and permanent employees.
- » Assisted in the preparation of request for proposal documentation.
- » Involved in updating and maintaining the team calendar, meeting room schedule.

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Carnival Cruise Line, Florida (USA) & Caribbean

Assistant Shore Excursion Manager (2015 Oct – 2016 Jun)

Shore Excursion Associate (2014 Aug – 2015 Oct)

- » Promoted within 12 months for exceptional organizational skills, strong product knowledge and the ability to see the 'big picture' of the operation.
- » Responsible for presentation, promotion, sales and arrangement of the shore excursions offered in the various ports of calls and onboard the vessel.
- » Built robust and respectful relationships with vendors, team members and crucial figures in other departments for the fluid dispatch of tours.
- » Arranged at last minute new tours with ship's itinerary changes due to weather conditions.
- » Directed hundreds of guests during tour dispatch to their designated meeting locations.

Steiner Leisure Limited (on Carnival Cruise Line), Caribbean

Personal Trainer (2013 May – 2014 Feb)

- » Conducted daily promotion of services and health products via fitness classes and informative seminars.
- » Delivered 2-3 seminars per week to an audience ranging from 10 – 100 guests.

YMCA, Docklands

Reception / Personal Trainer (2011 Sept – 2013 Apr)

- » Interacted with members across all facets of the business, membership retention and acquisition.
- » Developed and instructed exercise plans based on evaluated needs.
- » Led individual tailored training sessions as well as Pilates, group fitness and bootcamp classes.

Amorosa, Williamstown

Food & Beverage Attendant / Barista (2007 Aug – 2011 June)

- » Excelled in fast-paced environment collaborating with team members for prompt efficient service.
- » Developed rapport with customers, recalling names and regular orders.
- » Assisted in food preparation prior to service.
- » Received stock and handled stock rotations.

David Jones, Melbourne

Sales Assistant (2006 Feb – 2007 Jul)

- » Provided five-star customer service within the men's and women's clothing departments.
- » Experience with luxury brands and high-end client service.
- » Upheld visual merchandising standards and managed stock to ensure floor was always well presented.