Bea May Pestano

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| Professional Summary  Goal-oriented professional who is passionate about learning new skills and committed to continual improvement. My career path has been extensive in servicing customers within the Banking and Hospitality industry. I’ve now recently carried my experience over as a Recruitment Consultant. I’m adept at building and maintaining positive relationships with clients and team members who work alongside me.  Work History  MEDICAL RECRUITMENT CONSULTANT, 01/2023 to 06/2023  DNA MEDICAL RECRUITMENT **- North Sydney, NSW**   * Specializing in offering Locum Opportunities for Doctors within the Hospital division. * Effectively using cloud software’s such as Bullhorn to create tasks, organize candidates and clients as a streamlined database, and to track job vacancies received through Outlook. * Creating Job Ads for Locum positions through a recruiting CRM called Idibu, floating them to various job search engines. Such as: LinkedIn, Indeed, Jora and our Internal recruitment website. * Liaising with Doctors and Hospital clients, building meaningful relationships. * Managing credentialing and logistics in relation to the placement of a candidate. * Presenting candidates to clients, honing on their strengths and qualifications, negotiating rates and candidate availability. * Skilled at working independently and collaboratively in a team environment. * Self-motivated, with a strong sense of personal responsibility. * Proven ability to learn quickly and adapt to new situations. * Cultivated interpersonal skills by building positive relationships with others.   SOCIAL MEDIA VIRTUAL ASSISTANT, 11/2022 to 01/2023  ASPIRE FITNESS COACHING **- Remote Work**   * Manages inbound messages and driving outbound conversations with qualified candidates. * Responsible for controlling the quality and quantity of the business' leads and future client numbers. * Booking high quality candidates into the sales calendar through a combination of inbound and outbound sales messaging. * Nurturing all prospects who engage with marketing content and activities through social media. * Analyzing marketing activities, chats and make valid suggestions as to what needs to change to improve results. * Responsible for staying cutting edge by learning the latest sales strategies and tactics to get better at chats. * Adhering to KPI goals.   Customer Service Representative, 06/2022 to 01/2023  NAB **- Parramatta, NSW**   * Actively listened and handled customer inquiries and suggestions courteously and professionally. * Understood the use of computers, core software applications such as- Cloud Desktop, telecommunications, audio-visual equipment, or other technologies used by the organization. * Answered customer telephone calls promptly to avoid on-hold wait times. * Investigated and resolved customer inquiries and complaints quickly. * Updated account information to maintain customer records. * Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.   Customer Solutions Representative, 11/2017 to 06/2022  CITIBANK **- Rhodes, NSW**   * Handled credit card queries from customers in a fast-paced contact Centre setting in coordination with a solid team of customer service associates. * Liaised with other lines of business within Citi, communicating with branch officers from Bank of Queensland as well as Suncorp in relation to customer's credit card queries. * Provides solution-based contact to customers, assisting them on their credit card products for Suncorp and Bank of Queensland * Understands and complies with rules, policies, guidelines established by Citibank. * Adheres to identification and security protocols to maintain the security of customers' accounts. * Consistently met requirements to meet individual performance and KPI targets which include productivity and quality assurance targets within a team setting. * Reduces process inconsistencies and effectively trains team members on best practices and protocols. * Earned numerous positive responses from customers using the Net Promoter Score system (NPS).   Food and Beverage Attendant, 01/2016 to 04/2018  RASHAYS **- Rhodes, NSW**   * Responsible for organizing reservations and seating arrangements through telephone calls and face-to-face communication. * Protected business, team members and customers by monitoring alcohol consumption and keeping operation in line with legal service requirements. * Set and enforced performance and service standards to keep a consistent, high-quality environment devoted to customer satisfaction. * Trained new staff members on company policies and procedures. * Oversaw balancing of cash registers, reconciled transactions, and deposited establishment's earnings to the bank. * Supported and assisted team members in handling guest inquiries, requests and in resolving guest complaints. * Set up advertising signs and displays on shelves, counters and tables. * Employee Award: Received the employee of the month award in February 2018 for providing exceptional customer service.   Food and Beverage Attendant, 06/2017 to 11/2017  COOGEE PAVILION **- Coogee, NSW**   * Took orders and provided efficient customer service. * Served food and beverages in a timely and professional manner. * Assisted with dining room arrangements and bookings/reservations. * Used cash registers and credit card machines to cash out customers. * Delivered exceptional guest experiences through attentive service and quick response to issues. * Monitored dining room inventory and replenished as necessary. * Provided attentive service and proactively assessed guest needs. * Kept server areas clean and stocked to increase efficiency while working tables. * Maintained customer satisfaction with timely table check-ins to assess food and beverage needs.   Food and Beverage Attendant, 03/2015 to 08/2015  HOGS BREATH CAFE **- Blacktown, NSW**   * Greeted new customers, discussed specials, and took drink orders. * Assisted with dining room arrangements and bookings/reservations. * Kept server areas clean and stocked to increase efficiency while working tables. * Assisted customers with carry-out service. * Assisted wait staff with timely food delivery and guest requests. * Folded napkins and prepared silverware sets to provide adequate supply for the host station. * Collaborated with kitchen staff to correctly update customers on unavailable dishes and wait times.         Education  Certificate IV, Tertiary Preparation, 2013  TAFE - NSW  **2012**  Plumpton High School - Plumpton, NSW |  | Contact  **Phone** : 0416 008 849  Email: [bea.may27@hotmail.com](#)      Skills   * Effective communication * Attention to detail * Problem Solving * Records Management * Organizational skills * Research and background Checking * Sales Knowledge * Good Judgment * Willingness to Learn * Positive attitude |

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