

JESSE PRPIC

6 Aldridge Street | Auchenflower | QLD | 4066

MOBILE: 0421 879 066 | **EMAIL:** JESSE_PRPIC@HOTMAIL.COM

Curriculum Vitae 2024

CAREER OBJECTIVES

A motivated individual who is seeking an opportunity to broaden and develop skills, to start a career which will encourage career development. I am driven to succeed in challenging environments while learning from new experiences and gain a better understanding of everyday business practices.

EDUCATIONAL HISTORY

Griffith University

Bachelor of Business

Major: Real Estate and Property Development

EMPLOYMENT HISTORY

May 2023 - Current | Emesent | Licensing Administrator

- Managing ticket queues with an average of 100 tickets closed each month, these tickets range from updating licensing, reminders to create renewal deals for Business Development Sales team, customers questions and requests.
- Investigation and data analysis of deals, looking into these deals and understanding the licences of each unit.
- Communicating with other stakeholders and collaborating with ideas and solutions.
- Being involved with projects, including migrations with licensing and CRM systems.
- Build the champion of the licensing and revenue operations team, have an understanding of all areas and be able to communicate this to others through multiple channels including documentation and procedures.

Dec 2021 – Apr 2023 | simPRO Software / Administration Coordinator

- Efficiently managing tasks through a case queue of up to 50 cases a day; enquiries being from changing customers software licensing, to processing sales for Business Development Managers as well as organising travel for trainers.
- Understanding and following complicated system procedures as well as articulating this back to stakeholders, internal staff and customers and in a way they can also understand.
- Having the ability to multi-task by completing incoming tasks from customers and employees throughout multiple mediums of emails, phone calls and other systems like slack.
- Meeting deadlines and customers' requests in a fast paced work environment by creating tasks and reminders allowing myself to plan, schedule and prioritise my workload.
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- Anticipating new product launches and memorising multiple product bundles to allow customers to have informed decisions
- Undertaking comparative analyses between multiple competitors to demonstrate to customers the features and benefits of the business
- Effectively communicating terms and conditions with clients, reducing confusion and customer complaints
- Receiving consistent top-tier ratings for customer service satisfaction

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Sept 2017–Nov 2020 | Flight Centre Travel Group | Consultant/Assistant Team Leader

- Office administration and coordination, making sure that all clients and employees have the necessary information and products they need to complete tasks.
- Effectively managing a team of 5-9 other consultants during my time as an Assistant Team Leader.
- Observing world news crises to understand how this directly affects the business, stakeholders and customers.
- Anticipating customer needs and providing them with high quality service while upholding company standards and values to ensure customer satisfaction
- Assessing customers' needs and wants and being able to curate a tailor-made product showing the features and benefits.
- Actively stay informed about our products including any latest sales, offering and loyalty programs.

CERTIFICATIONS

TECHNICAL SKILLS

Advance Proficiency – Microsoft Suite

- Microsoft Word – Average 63 words per minute.
- PowerPoint Presentation – Creating professional and informative presentations.
- Excel – Formulating spreadsheets effectively and comprehensively.
- Outlook – Ensuring proper formatting to maintain a professional image with clients and business partners.

REFEREES

PROFESSIONAL

Alison Lucas
Emesent
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Flight Centre Travel Group Team Leader
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