

# John Masters

18/09/1994

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## **Experience**

### **Live Enterprise Coordinator** (July 2021 - May 2022)

*Ai-Media (Melbourne CBD, Victoria)*

- Working with resources, sales and operations teams to gather relevant materials for captioning
- Liaising with captions and other departments to organise coverage for on-the-day bookings
- Troubleshooting and communicating with clients via email and phone to assist with organising bookings and solving any relevant technical issues

### **Live Enterprise Assistant** (February 2021 - July 2021)

*Ai-Media (Melbourne CBD, Victoria)*

- Data entry and data cleansing for captioning services provided to ensure clients are correctly invoiced
- Taking bookings for live captioning services for public, private and government clients
- Pro-active monitoring of the technology and systems used for captioning

### **Live Enterprise Captioner** (October 2020 - February 2021)

*Ai-Media (Melbourne CBD, Victoria)*

- Captioning work meetings, university lectures and events for public, private and government clients
- Utilising voice recognition software respeaking spoken dialogue and formatting it live to adhere with company standards and styles

### **Account Representative** (June 2019 – July 2020)

*Collection House Group (Melbourne CBD, Victoria)*

- Inbound and outbound calls negotiating collection of outstanding amounts on behalf of various companies
- Adherence to legislative guidelines
- Maintenance of accurate records
- Professional call conduct with customers and third parties

## **Education**

- **Diploma of IT** - Aug 2022 - February 2023 at Coder Academy

## **References**

**Josh Smith** – *Live Enterprise Team Leader at Ai-Media*

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**Daniel Walker** – *Team Leader at Collection House Group*

0423 908 106

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