



HAYLEY SMITH

71A SETTLEMENT ROAD, PAPAKURA

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PERSONAL STATEMENT

I am a passionate individual who can quickly establish a rapport with clients and colleagues of all backgrounds. My passion for people and sincerity is what I believe makes me a valuable member of any team. I wish to be a part of an organisation that has a positive culture with the opportunity for progression and continuous development.

EDUCATION

- Massey University
Currently studying a Bachelor of Arts (Psychology)
- Massey University
2020 Diploma of Arts (Psychology)
- Southern Institute of Technology
2014 Certificate in Health Science Level Three
- Unitec
2012 Foundation Certificate Level Two
- NZMA
2011 National Certificate in Business Administration Level Three
- Future College of Learning
2008 NZQA Certificate in Computing

WORK HISTORY

- **Cancer Society**
Donor Care Coordinator
June 2021 – October 2023
 - Organising and keeping the donor care inboxes tidy for Auckland and Waikato divisions
 - Build rapport and strong relationships between donors and cancer society
 - Experience with Razors Edge CRM
 - Account managed a range of mid-major donors; retention calls, appeal follow up asks and strong stewardship
 - Complete welcome, thank you, update credit card details, acquisition and upgrade calls; also implement 'Save Strategy' trying to keep signature programme donors
 - Volunteered for cancer society events
- **Mindful Beauty**
Owner
May 2020 – June 2022
 - Small start-up business empowering people to love the skin they are in
 - Network/Social Marketing

- Promoting Modere nutritional support system
- Offering mindful services about mindful challenges, mindful activities and ongoing mind-set training

■ **Isagenix, Younique & Mary Kay**

Independent Sales Consultant
August 2019 – December 2020

- Social Media Networking
- Promoting health and wellness products
- Recruitment, direct sales, upselling and sharing

■ **NZ Post Group**

Customer Service Representative
August 2016 – November 2017

- Answering calls within the NZ Post, Courier Post and International queue lines; helping with customer enquiries and transferring to the correct queues.
- Opening cases to investigate customer issues and resolving them on the phone.
- Tracking and finding items
- Booking jobs (freight forwards, pickups, collections, redelivery and redirect)
- Administration tasks
- Familiarity with Salesforce CRM

■ **Unity4**

Home-based Operator
January 2016 – August 2016

- Calling on behalf of charities and getting prospects to become regular givers
- Building rapport with prospects and educating them on current campaigns
- Processing payment details and verbal agreements
- Experience with administration of CRM

■ **Greenpeace**

Tele-Fundraiser
June 2012 – January 2013

- Calling Greenpeace supporters to upgrade donations to help with on-going campaigns
- Developed a positive attitude when dealing with supporters
- Built rapport and kept a strong relationship between the supporters and Greenpeace

■ **HRV**

Direct Marketer
October 2010 – April 2011

- Calling prospects and promoting the HRV system
- Developed cold calling skills and professional telephone manner dealing with people from all walks of life

REFEREES

Available on request.