

**LOCATION** Croydon, NSW  
**PHONE** 0405 195 910  
**EMAIL** kate.elliott14@gmail.com

# KATIE ELLIOTT

## INTRODUCTION

Extensive experience in administration and operations roles delivering accurate and efficient support. Known for providing outstanding customer service, being a quick thinker and a fast learner. A jack-of-all-trades and an effective juggler of tasks.

## EXPERIENCE

### OPERATIONS SUPPORT OFFICER

Nov-15 to Present

Many Rivers Microfinance – *Not for profit microfinance and business support*

- Sole support for the day-to-day operations of the organisation and its 50+ staff. Includes, IT/T, fleet management, equipment and uniform procurement, and ongoing project support.
- IT and phone support, including hardware and software troubleshooting support for all users. Manage all IT/T issues through to resolution, collaborating with external service providers.
- Use MS CRM, MS Word and MS Excel to generate, create, and perform weekly and monthly reports as well as ad-hoc data extracts for the Executive team and other team members.
- Monitor the data quality of CRM database and coach the staff to resolve issues.
- Develop and execute test scripts during process and system updates and changes.
- Laptop and iPhone setup for new staff, ensuring laptop build matches our organisational standard. Perform handover with the new staff member, including system, applications, and support training.
- Induction training, leading two-day workshops for each new staff member including an end-to-end walkthrough of CRM database in the test environment. Updating end user guides and training activities as required.
- Collaborate with leadership group to coordinate three-week induction schedules across multiple locations, ensuring all training sessions are attended by each new staff member. Including, updating the Induction Guide for each induction round.
- Procure office stationery, IT peripherals, and ad-hoc items for staff and the offices.
- Fleet management, including log book collection, peripherals procurement, and monitoring of scheduled repairs and maintenance, collaborating with external service providers.
- Asset management, including maintaining an accurate database of IT/T, vehicle, and office equipment.

### PROJECTS & ACHIEVEMENTS

Support Function Design. *Many Rivers split all support functions from Mission Australia.*

- Generated general ledger conversion tool, converting each line item from F1 accounting system to a Xero importable file. This ensured an accurate opening balance across all accounts and budgets in the new accounting system.
- Reconciled invoices for payment from external IT, telephone, stationery, and printer management suppliers.
- Subject matter expert of CRM database during MS CRM upgrade build. Executed test script to confirm accuracy of upgraded system, monitored errors with and provided process support to external providers.
- Created training videos and printed materials to assist with the introduction of new technology and software.
- Tested and assisted with the build of 45 laptops.
- Conducted an all-day training workshop with entire organisation.

Uniform procurement.

- Liaised with internal marketing team to source namebadge and uniform shirts for the team. Successfully sourced suppliers and distributed uniforms out to all staff.
- Created order form and process for ongoing purchases.

Onboarding of new staff.

- Successfully onboarded, including induction scheduling, training, and IT/T setup for 52 new staff members.

## EDUCATION

Present  
Foundation HTML, CSS + JavaScript  
**SuperHi (Online)**

2018  
First Aid Certificate  
**St John Ambulance**

2015  
Cert IV Business Administration  
**Open Colleges**

2009  
MYOB V.17 Professional Course  
**ITC Australia**

2007  
Cert III Acting for Stage & Screen  
**Actors College of Theatre & Television**

2003  
High School Certificate  
**Rosebank College**

## VOLUNTEER

2018  
**Checkpoint Assistant Coordinator**  
Oxfam Trailwalker

2014  
**Trail Marshal**  
Oxfam Trailwalker

2013  
**Participant**  
Oxfam Trailwalker

2012  
**Participant**  
Oxfam Trailwalker

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# KATIE ELLIOTT

## SKILLS

### Office Suite

- Excel
- Word
- Outlook
- Dynamics 365
- OneNote
- Powerpoint
- Skype for Business
- SharePoint

### Xero

### MYOB

### Adobe Acrobat

### FreshService & FreshCaller

### Trello

## PERSONAL INTERESTS

### Hiking & bushwalking

### Yoga

### Environmental & humanitarian causes

### Reading

### Movies

### Music

## REFERENCES

Available upon request

## EXPERIENCE cont'd

### ADMINISTRATION OFFICER

Jul-13 to Nov-15

Evolt Pty Ltd - *Emergency lighting manufacturer*

- Perform accounts receivable duties, including payments, bank reconciliation, raising credit notes, account statements, and late payment collection.
- Perform accounts payable duties, including credit card reconciliation, payroll, invoicing, and vendor account reconciliation.
- Use MYOB and MS Excel to generate regular reporting for management, sales representatives, and internal senior accountant.
- Monitor stock levels across several warehouses, organise transfers when required.

### PROJECTS & ACHIEVEMENTS

Company Merger Payroll.

- Successfully performed data transfer during move of payroll system for incoming staff members. Verified data was correct post move.

### LICENSING SPECIALIST

Mar-11 to Jan-13

Ingram Micro Pty Ltd - *IT Distributor*

- Quote and sell licensing solutions for over 13 different vendors.
- Provide one-to-one level customer service to the company's largest customer, adhering to strict accuracy levels and rapid response time SLAs.

### POST SALES COORDINATOR & ORDER RESOLUTION

Apr-10 to Mar-11

Ingram Micro Pty Ltd - *IT Distributor*

- Process returns for Microsoft licensing orders. Liaising between vendor and customer to finalise credit notes.
- Resolve unfinalised orders, handling payments and data entry.
- Quote, order entry, and order resolution for the Microsoft Open Value program.
- Created training documents to assist incoming staff into these roles.

### SANDWICH/KITCHEN HAND

Aug-08 to Aug-09

O'Briens Gourmet Sandwich Bar – *Sandwich shop*

- Prepare food items for the day's sales.
- Front of house sales and sandwich making.

### STORES & CAFÉ DISTRIBUTION part-time position

Jul-07 to Aug-08

Media Tree - *Media and promotions agency*

- Deliver and display promotional material.

### CHILDCARE STAFF

Apr-05 to Apr-06

St Anthony's Long Day Care - *Long day care centre for children aged 0-5yrs*

### RECEPTIONIST

Jan-04 to Apr-05

I.N.F.O. Pty Ltd - *Online tender network*

### CHECKOUT OPERATOR casual position

Aug-01 to May-02

Woolworths - *Supermarket*