

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

CONTRACTOR part-time position

Jul-19 to current

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

- Create training guides and support new staff in the operations team.
- Project administration for MS CRM changes and updates.

OPERATIONS SUPPORT OFFICER

Nov-15 to Jul-19

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.
- 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.
- 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

Current
The Coding Boot Camp
University of Sydney

2019
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

VOLUNTEER

2018
Checkpoint Assistant Coordinator
Oxfam Trailwalker

2014
Trail Marshal
Oxfam Trailwalker

2013
Participant
Oxfam Trailwalker

2012
Participant
Oxfam Trailwalker

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

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*