

KATIE ELLIOTT

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INTRODUCTION

Web Developer known for creative problem-solving, flexibility and outstanding communication skills with a background in IT support. Worked alongside developers during a major CRM system upgrade to test, migrate data, create and present training documentation as an established subject matter expert. Recently completed a certificate in Full Stack Development at the University of Sydney and currently undertaking a Diploma in Website Development through Upskilled. Driven to provide effective solutions and enhanced customer experiences through applications. Excited to apply experience and coding skills to a junior developer role.

SKILLS

HTML	CSS	JavaScript	SQL
Node.js	React	jQuery	Git
Microsoft Office Suite	Dynamics 365 CRM	Xero	MYOB
Adobe Acrobat	Freshservice	Trello	

EXPERIENCE

Administration & Systems Coordinator– *SCIS Property Group*

Jun 20 to Current

Provide administration services including inbox management, work order triaging, and answering phones. Provide system administration services during Dynamics 365 CRM launch project.

Administrator Contractor – *self employed*

Jan 20 to May 20

Provide administration services on a contracting basis. Included data entry, form creation and ad-hoc tasks.

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

Jul 19 to Oct 19 Contractor

Develop and implement training for the operations team, including handover with new team members. Project administration for multiple Dynamics 365 CRM optimisation projects.

Projects & Achievements

- Regenerated monthly board paper reports supporting new financial year's objectives.
- Developed comprehensive operations training guide, including diagrams, listed instructions, and reoccurring calendar for scheduled tasks.
- Developed reporting tool to assess quality of data of over 1,000 annual customer surveys.

Nov 15 to Jul 19 Operations Support Officer

Provide level 1 IT and iOS phone support, including setup of equipment and onboarding training for new staff members. Produce recurring and ad-hoc reports. Provide project administration services including designing changes, liaising with developers, completing UAT test scripts, documenting, and training of staff during system updates and optimisation projects to Dynamics 365 CRM.

Projects & Achievements

- Conducted an organisation-wide training workshop on the updated CRM system. Including customised training materials, prepared test environment and presented the full-day workshop.
- Developed and implemented a new asset register which preserved historical data, simplified the updating process, and improved reporting.
- Subject matter expert of CRM database during Dynamics 365 upgrade build. Executed end to end UAT test script to confirm the accuracy of the upgraded system, monitored errors with and provided process support to external providers.
- During accounting software changeover, 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.

Evolt Pty Ltd - Emergency lighting manufacturer

Jul 13 to Nov 15 Administration Officer

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

- Updated daily reporting tool from manual paper calculations to MS Excel formulas, increasing accuracy and decreasing time spent on the report.
- Created reporting tool for a comprehensive overview of stock levels for popular items.

Ingram Micro Pty Ltd - IT Distributor

Mar 11 to Jan 13 Licensing Specialist

Provide licensing solutions quotes 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.

Apr 10 to Mar 11 Post Sales Coordinator & Order Resolution

Process returns for Microsoft licensing orders. Liaise between vendor and customer to finalise credit notes. Resolve incomplete orders, handling payments and data entry. Quote and perform order entry, and order resolution for the Microsoft Open Value program. Create training documents to assist incoming staff in these roles.

Projects & Achievements

- Created comprehensive training document for all stages of the Microsoft Open Value ordering process.

VOLUNTEER

2018 | Oxfam Trailwalker | Checkpoint Assistant Coordinator

2014 | Oxfam Trailwalker | Trail Marshal

2013 & 2012 | Oxfam Trailwalker | Participant

EDUCATION

Current | Diploma, Website Development, **Upskilled**

2019-2020 | Certificate, The Coding Boot Camp, **University of Sydney**

2019 | Short Course, Foundation HTML, CSS + JavaScript, **SuperHi (Online)**

2015 | Cert IV Business Administration, **Open Colleges**