KATIE ELLIOTT

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INTRODUCTION

Web Developer currently undertaking a certificate in Full Stack Development at the University of Sydney Coding Bootcamp. Skills in HTML, CSS and JavaScript and experience in IT support, system administration and customer service. Known for creative problem-solving, flexibility and consistent customer advocacy, my goal is to provide effective solutions and enhanced user experiences. Excited to apply my background and skills to a web development role.

EXPERIENCE

Many Rivers Microfinance – *Not for profit microfinance and business support*
Jul 19 to Oct 19   Contractor

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

Nov 15 to Jul 19   Operations Support Officer

- 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.
- 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.
- 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 on the new system.
Onboarding of new staff.
- Successfully onboarded, including induction scheduling, training, and IT/T setup for 52 new staff members.

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.

Ingram Micro Pty Ltd - *IT Distributor*
Mar 11 to Jan 13   Licensing Specialist
- 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.

Apr 10 to Mar 11   Post Sales Coordinator & Order Resolution
- 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.

O'Briens Gourmet Sandwich Bar – *Sandwich shop*
Aug 08 to Aug 09   Sandwich/Kitchen Hand
- Prepare food items for the day's sales.
- Front of house sales and sandwich making.

Media Tree - *Media and promotions agency*
Jul 07 to Aug 08   Stores & Café Distribution (part-time position)
- Deliver and display promotional material.

St Anthony's Long Day Care - *Long day care centre for children aged 0-5yrs*
Apr 05 to Apr 06   Childcare Staff

I.N.F.O. Pty Ltd - *Online tender network*
Jan 04 to Apr 05   Receptionist

Woolworths – *Supermarket*
Aug 01 to May 02   CHECKOUT OPERATOR (Casual Position)

EDUCATION
Current | Certificate - The Coding Boot Camp, **University of Sydney**

2019 | Short Course - 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**

SKILLS

HTML	CSS	JavaScript	Node.js
SQL	Git		

Microsoft Office Suite

MS Excel	MS Word	MS Outlook	OneNote
Dynamics 365	PowerPoint	Skype for Business	SharePoint

Xero	MYOB	Adobe Acrobat	Freshservice
Freshcaller	Trello		

IT Support	Customer Service	Problem Solving