

LINDSEY TEAL

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Work History:

Campaigns Manager | Leukaemia Foundation
Campaigns Team | Leukaemia Foundation

Jul 2017 – Present
Jan 2015 – Jul 2017

Leadership

- Manage, motivate, support and lead 4 team members
- Internal and state based training responsibilities
- Reporting directly to the General Manager

Account Management

- Growing small to medium sized clients by increasing lifetime customer value through regular and timely account management and communications
- Increase customer satisfaction to multiple stakeholders through multiple touch points
- Regular database management through CRM (Microsoft Dynamics)

Presenting/Public Speaking

- Countless presentations to client groups of 20 to 1,200 people
- Represented Leukaemia Foundation interests over 25+ per year

Financial Analysis and Reporting

- Reporting across \$4.5 million of revenue through 5 main income generating channels
- Reporting with trend analysis directly to the General Manager

Staff Development & Training

- Trained entire SA state team on internal account management process, procedures and IT systems
- Regularly conduct staff training for new hires and 'rising stars' within the business

Event management

- Coordination of recruitment, planning & presentations
- Proactively support and managed third parties and client's during multiple events
- Represent Leukaemia Foundation interested through adhoc public speaking/presenting

Team Manager | Just Party Supplies | Part time (studying)

Mar 2014 – Dec 2014

Leadership & Staff Management

- Overseeing staff and their daily duties and reporting back to store owner

Customer Service

- Strong level of customer service across all forms of communication
- Resolving customer issues and complaints

Store Manager | Optus Telecommunications

Dec 2011 – Dec 2013

Leadership & Staff Management

- Managing, coordinating and motivation of staff
- Ensuring staff members are providing excellent levels of customer service in accordance with Optus' Brilliant Service training
- Providing feedback to staff on a daily basis
- Setting of daily targets for team members as a group and individually
- Training new team members

Customer Service

- Dealing with and resolving customer issues and complaints
- Making sure the store is set up in accordance with merchandising standards
- Mobile phone sales and support
- Responding to emails from customers and management

Other

- Tracking sales figures and KPI's for team members and myself
- Inventory control
- Banking duties including end of day reconciliation

Sales Consultant | Optus Telecommunication

Mar 2011 – Dec 2011

Customer Service

- Customer service Mobile phones sales and support Answering incoming phone calls
Administration tasks including filing and banking
- Promoted to Store Manager within 9 months

Retail | Balloons Etc Cairns

Jun 2007 – Feb 2011

Customer Service

- Determining customer needs and requirements in order to recommend an appropriate solution

Creativity and Event Work

- Obtained qualification as a Certified Balloon Artist
- Large scale event decorating

Voluntary Work:**Cairns Community Radio Station - Cairns FM 89.1**

- Presenter of a live, 2 hour, weekly Australian Music Program
- Board member of Cairns FM 89.1 Management Committee

Software Packages:

- Microsoft Excel
- Microsoft Dynamics (CRM)
- iMIS Database
- Pronto Retail Software
- MYOB Retail Manager

Education & Training:

2014 – Diploma of **Audio Engineering and Sound Production** at JMC Academy, Melbourne

2013 – Certificate IV in **Customer Contact and Frontline Management**

2007 – **Information Technology** at JCU, Cairns

2007 – **Introduction to Multimedia** at JCU, Cairns

Personal Qualities & Hobbies:

- Never wants to see balloons again
- Both cat & dog lover

References available upon request