

Lydia Alice Cox

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PROFILE	Having made the decision to make a change of professions, I am reskilling and embarking on my career in IT. Enthusiastic to learn as much as possible about cloud computing, programming and information security, I will undoubtedly be capitalising on my more than 13 years' experience in superannuation.	
EDUCATION	RG146 for the Superannuation Industry   AIST Sonoma State University   California, USA Alameda High School   California, USA	Completed 2010 Attended 2002-2004 Completed 2002
EMPLOYMENT SUMMARY (PROFESSIONAL)	<b>Communications Coordinator</b> REI Super   Melbourne, Victoria	Oct 2011 – May 2021
	<b>Executive Assistant to the CEO</b> REI Super   Melbourne, Victoria	Mar 2008 – Mar 2011
	<b>Property Management Assistant</b> Doug Disher Real Estate   Toowong, Queensland	Feb 2007 – Dec 2007
	<b>Acting Real Estate Account Manager</b> The Queensland Times   Ipswich, Queensland	Dec 2006 – Feb 2007
	<b>Personal Assistant to the Real Estate Account Manager</b> The Queensland Times   Ipswich, Queensland	Jul 2006 – Dec 2006
	<b>Real Estate Advertising Coordinator</b> The Geelong Advertiser   Geelong, Victoria	Sept 2004 – Jul 2006
	<b>Receptionist</b> The Geelong Advertiser   Geelong, Victoria	Jul 2004 – Sept 2004
EMPLOYMENT SUMMARY (NON-PROFESSIONAL)	<b>Retail Assistant</b> IGA   Queenscliff, Victoria	Mar 2004 – Jul 2004
	<b>Nanny</b> Karen Bradley   California, USA	2002 – 2004
	<b>Hospital Pharmacy Messenger</b> Alameda Hospital   California, USA	2001 – 2004

POSITION	<b>Communications Coordinator</b>
COMPANY	REI Super
REPORTING TO	Chief Executive Officer
TIMEFRAME	October 2011 to present
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> <li>• Project managed email, print and social media campaigns</li> <li>• Kept campaigns and projects on track and transparent using Asana</li> <li>• Monitored social media pages, responded to queries or escalated as required</li> <li>• Managed an extensive database with over 35,000 active entries using Microsoft Dynamics CRM 2011</li> <li>• Tabled and analysed annual budgets &amp; expenses</li> <li>• Maintained and updated the reisuper.com.au website</li> <li>• Delegated tasks in large projects, followed up on deadlines</li> <li>• Diplomatically replaced hard copy board meeting agendas with soft copy</li> </ul>
POSITION	<b>Executive Assistant to the CEO</b>
COMPANY	REI Super
REPORTING TO	Chief Executive Officer
TIMEFRAME	March 2007 to March 2011
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> <li>• Prepared routine and dictated correspondence for the CEO, Marketing Manager, Business Development Manager and Financial Advisor</li> <li>• Diary management</li> <li>• Organised travel requirements including flight and accommodation bookings</li> <li>• Arranged materials and couriers for local and interstate events and conferences</li> <li>• Prepared invoices for authorisation and payment</li> <li>• Proofread report drafts</li> <li>• Ordered and maintained stationery supplies including marketing publications</li> <li>• Maintained phone and IT systems, resolved IT issues through liaison with IT consultant</li> <li>• Furnished the office tastefully, professionally, and within budget</li> <li>• Maintained central filing system and archiving process</li> <li>• Updated various internal registers and records</li> <li>• Arranged monthly staff meetings</li> <li>• Assembled a monthly Fund Status Report to the Directors</li> <li>• Assisted with arrangements for quarterly board meetings including: <ul style="list-style-type: none"> <li>○ Setting meeting programme in conjunction with CEO</li> <li>○ Assisting with production and distribution of board papers, agenda and background papers to Directors and other participants</li> <li>○ Distributing minutes of board meetings</li> </ul> </li> </ul>
POSITION	<b>Property Management Assistant</b>
COMPANY	Doug Disher Real Estate
REPORTING TO	Senior Property Manager & Principal Agent
TIMEFRAME	February 2007 to December 2007
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> <li>• Uploaded advertisements onto multiple websites</li> <li>• Liaised with tenants and owners</li> <li>• Receipted rent and bond monies into trust account, created tenant invoices</li> <li>• Organised maintenance, processed payment of invoices</li> <li>• Prepared lease documentation</li> <li>• Managed Property Manager's diary</li> </ul>

POSITION	<b>Acting Real Estate Account Manager</b>
COMPANY	The Queensland Times
REPORTING TO	Advertising Manager
TIMEFRAME	December 2006 – February 2007
KEY RESPONSIBILITIES	<ul style="list-style-type: none"><li>• Solely responsible for the organisation and layout of Property Week</li><li>• Presented advertising packages to Real Estate Agencies, Property Developers, and private property vendors</li><li>• Provided sales support to three Retail Advertising Account Managers</li></ul>
POSITION	<b>Personal Assistant to the Real Estate Account Manager</b>
COMPANY	The Queensland Times
REPORTING TO	Real Estate Account Manager
TIMEFRAME	July 2006 to December 2006
KEY RESPONSIBILITIES	<ul style="list-style-type: none"><li>• Diary management</li><li>• Produced correspondence material for internal and external stakeholders</li><li>• Created a client database and new systems to enter and analyse sales figures</li><li>• Coordinated print process for each advertisement</li><li>• Quality Assurance: Ensured finished product met clients' requirements</li></ul>
POSITION	<b>Real Estate Advertising Coordinator</b>
COMPANY	The Geelong Advertiser
REPORTING TO	Advertising Manager
TIMEFRAME	September 2004 – July 2006
KEY RESPONSIBILITIES	<ul style="list-style-type: none"><li>• Carefully created detailed real estate advertisements for three publications</li><li>• Worked within strict Style Guides</li><li>• Produced 88 page Property Guide layout</li><li>• Established systems to streamline daily tasks</li><li>• Created an extensive client database</li><li>• Liaised with clients</li><li>• Booked advertisements for advertising agencies, both local and interstate</li><li>• Sold advertisements to private property vendors on a casual basis</li><li>• Collected copy and delivered proofs to clients</li></ul>
POSITION	<b>Receptionist</b>
COMPANY	The Geelong Advertiser
REPORTING TO	Office Manager
TIMEFRAME	July 2004 – September 2004
KEY RESPONSIBILITIES	<ul style="list-style-type: none"><li>• Handled a switchboard of more than 300 extensions</li><li>• Balanced registers daily and prepared bank deposits</li><li>• Sorted and distributed incoming and outgoing mail</li><li>• Processed incoming account payments</li><li>• Summarised the day's news stories for the Editor and Chief-of-Staff</li><li>• Typed dictated interviews and letters to the editor</li></ul>

SKILLS/  
COMPETENCIES

- Strong commitment to company values and quality outcomes
- Excellent public relations and customer service skills
- Ability to work within strict schedules and time frames
- Exceptionally organised
- Effective time management skills, able to multi-task
- Capacity to show initiative and apply new concept
- Articulate, well presented, focused and energetic person
- Critical thinking and innovative approach
- Analytically minded and task oriented
- Good decision making and technical problem solving skills
- Total commitment to all obligations and responsibilities
- Logical, precise and thorough with excellent planning skills
- Able to work under pressure in a demanding situation
- Ability to operate effectively as a team member or independently with minimal supervision
- Set and work to priorities, corporate procedures and standards

## COMPUTER SKILLS

- Expertise with both PC and Apple computers
- Windows 10, Microsoft Office 365, Microsoft Dynamics Total CRM 2011, Adobe Acrobat, Adobe InDesign, CyberAd, Eudora, and REST
- Advanced knowledge of Microsoft Excel including the use of complex formulas, tables and charts
- Typing speed of 60 wpm