



MITCHELL PAINTER

0401396447

mitchell.painter@hotmail.com

INTRODUCTION

I am dedicated, hard working and take great pride in all I set my mind to. I have a great interest in furthering my knowledge and working in a strong team environment where I can develop my skills, and have a positive impact.

PROFESSIONAL SKILLS

- Strong communication skills,
- Ability to work autonomously as well as in a team,
- Strong ability to manage my workload to meet deadlines, commitments and client service standards.
- Strong understanding of MS Office on both Mac and PC
- Enthusiastic about learning and growing in new environments,
- Strong attention to detail
- Professional phone etiquette,
- Creative thinking,
- Problem solving,
- Fast and accurate typing,
- Excellent computer skills, Mac and PC

MY INTERESTS

- Music
- Playing Guitar
- Cycling,
- Hiking,
- Snowboarding, and
- Reading

CAREER PROGRESSION

BILLING & AUDIT OFFICER - (6 WK - TEMP CONTRACT)

Princess Alexandra Hospital - Revenue Services *Sep 2021 - Oct 2021*

- Process all billing within business systems ensuring compliance with relevant policies and procedures,
- Analyse billing discrepancies to determine anomalies and adjust records to ensure billing processes are completed in a timely manner,
- Assist in the identification of requirements for system and process improvements as well as testing and implementation of changes,
- Build and maintain internal and external relationships to efficiently and effectively maintain customer service standards and resolve invoice and account discrepancies,
- Provide support across Revenue Services as required to assist with peak workloads.
- Provide support to all stakeholders for all billing related enquiries,
- Oversee budgeting, reporting, planning, and auditing,
- organizing and formulating agendas for meetings and team briefings,

ADMINISTRATION OFFICER - (TEMP CONTRACT)

Princess Alexandra Hospital - Cancer Services *Jan 2021 - Sep 2021*

- Assisting patients as the first point of call, (Front Desk as well as back-office)
- Patient liaison and relationship development,
- Ethically Identifying and assessing patient matters (either on the phone, in-person, or via email) and recommending strategies to resolve issues.
- Assessing priority of patient issues and escalating patient queries,
- Assisting the clinic teams in the management of clinic schedules and bookings,
- Ensuring appointment arrangements are followed through, and any changes are made in a timely manner,
- Contributing to effective team performance through the provision of high-quality administrative support
- Data entry, organizing and maintaining filing systems, managing document control, and patient inquiry screening,
- Assisting doctors, nurses, and clinic teams with process improvements.
- Assisting in all matters while maintaining care and empathy for the general wellbeing of patients using discretion, and maintaining appropriate confidentiality



PRODUCTION & PROCUREMENT MANAGER

Dindas Australia

Nov 2017- Dec 2019

- Management of daily production through Delegation of daily tasks and management of production team,
- Make important policy, planning, and strategy decisions,
- Develop, implement, and review operational policies and procedures,
- Oversee budgeting, reporting, planning, and auditing,
- Purchase order and Procurement documentation development as well as establishment of contracts,
- Developing and maintaining supplier, client and contractor relationships,
- Optimisation of expenditure through comparison of offers from suppliers based on price and lead time,
- Identifying and assessing procurement matters and recommending strategies to resolve issues.
- Incoming and outgoing purchase order management,
- Stock control/waste management,
- Validating quantities and allocating stock locations,
- Receipting of goods inwards/outwards records,
- Tracking of orders to ensure lead time arrangements are followed through,
- Administration and clerical duties,
- Data entry, filing and customer inquiry screening,
- Assist sales and customer service with process improvements and
- Document production using ERP Systems and MS Office Suite.

INVENTORY OFFICER - LOGISTICS/DISTRIBUTION CENTRE

Martin Brower

2015 - Oct 2017

- Developing and maintaining customer and account holder relationships,
- Identifying and assessing customer matters and recommending strategies to resolve issues.
- Validating priority of customer issues and forwarding customer queries,
- Tracking of customer queries to ensure arrangements are followed through and satisfaction is reached,
- Processing customer payments and following up with receipting and invoicing,
- Delegation of daily tasks and management of availability scheduling,
- scheduling of meetings and appointments through calendar prioritization,
- Administration and clerical duties,
- Data entry, filing and customer inquiry screening,
- Assisting all teams in day to day tasks and
- Assisting customer service team with process improvements.



SYSTEMS EXPERIENCE

- ERP Management Systems
- Integrated electronic medical records (ieMR)
- Hospital-Based Corporate Information System (HBCIS)
- Timber Industry Management and Marketing System (TIMMS)
- SAP
- SAP - Retail
- MS Office Suite

VOLUNTEER EXPERIENCE

Visits to community organizations such as Moreton Bay Care Unit.

Resident interaction and daily tasks:

- Assisting nurses and carers with daily tasks,
- Assisting residents in any way required (every day was different)
- Keeping residents active, communicative, and involved. ie, playing games and sharing stories.

This experience has had a profound impact on my outlook on life and developed my ability to communicate with people from a broad range of backgrounds.

EDUCATION AND CERTIFICATIONS

- High School Certificate - Iona College, 2011
- White card (Health and Safety Certificate)
- Certificate II in Active Volunteering
- First Aid Certificate