



## NATALI VLATKO

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### KEY STRENGTHS

- Well organised, productive, efficient and can operate effectively when working individually or within a team.
- Strong background in research and analysis, with close attention to detail.
- Resourceful, self motivated, enthusiastic, adaptable and flexible, with the ability to work under pressure and meet deadlines.
- Experience in companies with a global reach, spanning over several continents.

### EMPLOYMENT HISTORY

#### Jan 15 – Present

##### Role purpose

#### Content Editor – Software & Support Media GmbH (JAXenter.com)

Part of the English content team of JAXenter.com and reporting on trends in the world of programming and web technology. Assisting in producing an online magazine, travelling to conferences and gaining deep insights into core web editorial areas like SEO, CMS management and analytics.

##### Key responsibilities and highlights

- Researching current trends and topics of the programming world.
- Writing and editing digital content as well as recruiting guest contributors for the website.
- Prior knowledge of HTML and WordPress to help with the editing of existing website content.
- Maintaining all social media channels.
- Assisting in the production of a bi-monthly magazine, including proofing, copy editing and sourcing content from external contributors.
- Attending conferences and conducting interviews across Germany and the United Kingdom.
- Regularly reporting on figures and statistics via Google Analytics.

#### Nov 13 – May 14

##### Role purpose

#### Admissions and Student Services Assistant Manager – Nexus International School, Singapore

To assist in the management of the Admissions and Student Services teams whilst adhering to Senior Leadership Team targets and directives.

##### Key responsibilities and highlights

- Reporting to Senior Leadership Team Members including the Principal, Vice-Principal and Heads of School in order to deliver the objectives and directives of the School Board and Singaporean Government with regards to school admissions and student prerequisites.
- Managing and motivating the team to ensure parents and students are handled in a friendly, consistent and professional way, including regular reviews of team member performance.
- Compilation of admissions statistics and reporting of enquiry figures on a weekly basis.
- The supervision of admissions applications and procedures from start to finish, including the testing of applicants and liaison with Heads of School regarding results.
- Confirming the correct documentation is provided for all would-be students and families, as well as currently enrolled children and those requiring guardianship.
- Working in a front-line office environment to address concerns of parents and students via face-to-face contact and via telephone.
- The management of Student Services protocol and personnel including procedure review, staff

meetings and revision of school-wide information.

- Helping to manage the database of agents operating overseas including China, South Korea and Kazakhstan, including the renewal of agent contracts and minimum recruitment checks.
- Overseeing the Marketing Department when required.

### **Mar 13 – Sept 13**

#### **Role purpose**

### **Customer Service Manager – APACSALE Group, Singapore**

The management and leadership of the Customer Service teams responsible for businesses in Australia, New Zealand, Malaysia, Philippines and Singapore in order to address customer correspondence in accordance with company standards.

#### **Key responsibilities and highlights**

- Managing and motivating the team to ensure customers are handled in a friendly, consistent and professional way, including regular reviews of agent responses.
- Recruiting and training customer service staff to a standard that ensures services are maintained to the highest standards.
- Liaising with all areas of the business in order to provide customer feedback, maximise learning from complaints and ensure all are advised of warehouse updates and delays.
- Acting as the point of escalation for customer complaints ensuring that these are handled in a professional manner, including issues of refund and reimbursement.
- Maintain knowledge of the legislation and policies relating to the customer service team and ensuring staff are kept up to date with changes in legislation and policies that are relevant to their role.
- Ensure that departmental based costs are kept in line with the allocated budget.
- Management of staff appraisals, team meetings, daily work flow and probationary reviews.
- Recording and analysing data to determine the output level of the department.
- Developing customer service procedures, policies and standards to be implemented across all countries.
- Resolving issues with sales events by liaising with buying teams and developers.

### **Aug 11 – Jan 13**

#### **Role purpose**

### **Client Services Officer – State Library of New South Wales**

To provide high-level client, financial, administrative, bookings and RSVP services to the Events Branch including the accurate entry and maintenance of client and financial records on The Raiser's Edge (RE7); the provision of financial and banking procedures and services; the provision of client and administrative procedures and services, and to provide effective functioning of the Library's booking service for events, workshops and other public programs.

#### **Key responsibilities and highlights**

- Provide high-level client services to the Events Branch by the accurate and timely entry of bookings and information into RE7 to ensure that the information in the database is current and correct.
- Ensure client confidentiality by careful attention to secure procedures and work practices in compliance with legislation relating to the protection of privacy and personal information.
- Implement and maintain administrative procedures and services by ensuring that mail merge and other RE7 shared documents are up to date to contribute to the effective and efficient functioning of the branch.
- Provide bookings and RSVP support for the Library's public events and other public programs through the provision of a central bookings and ticketing service to provide a cost effective and uniform approach.
- Collect statistics on event attendance in RE7 to provide accessible information to relevant branches.
- Maintain general office files in accordance with State Library procedures to contribute to the smooth running of the branch.
- Assist the Senior Project Officer, Events with the organisation and running of events and provide administrative support to other events staff as required.
- Courteously and confidently deal with a range of clients, including cross cultural clients and clients with a disability, and the ability to handle conflicts and complaints.

**Feb 09 – Aug 10**  
**Role purpose**

**CPD Administrator – The Royal Australasian College of Physicians**  
Provide administrative support for the Faculties, with particular focus upon the continuing professional development (CPD) programs, along with providing synergy across the administrative functions of the CPD component of the Faculties.

**Key responsibilities and highlights**

- Coordinate all administrative aspects of the CPD program, in accordance with prescribed policies and procedures.
- Act as first point of contact, field inquiries, respond to routine email, mail and telephone enquiries related to CPD.
- Maintain accurate records using database management and an existing filing system.
- Organise and provide secretarial support (including the preparation of agendas and taking of minutes) for meetings of various CPD sub-committees.
- Draft correspondence arising from meetings for approval by Chair, including briefing documents, standard letters and various published articles.
- Maintain CPD sections of the website.
- Ensure CPD forms, manuals, and other documents are kept up-to-date.
- Find solutions to administrative and organisational issues that impact upon the CPD component of Faculty operations.
- Standardise the administrative functions of the CPD across all three Faculties.

**Mar 07 – Jul 07**  
**Role purpose**

**Assistant Producer – Telstra BigPond**  
To help produce and co-ordinate new HTML and web site material for Telstra BigPond on a casual basis, providing temporary support for an already existing team of Telstra producers.

**Key responsibilities and highlights**

- Providing creative input on several web projects being undertaken at the time.
- Basic office administration: working with spreadsheets, use of Microsoft programs, data entry.
- Prior knowledge of basic HTML to help with the editing of existing web site content.
- Extensive research online for content relating to current work projects.
- Writing up and providing documentation for all new web site designs that are submitted, including how all links and data are to work and be connected, and how these designs are to work for the benefit of the public who are accessing them.
- Attendance and input in meetings held to discuss and share ideas for new content.

## **EDUCATION**

Institution:	Curtin University
Qualification:	Graduate Certificate in Tertiary Teaching
Completed:	2013 – 2015
Institution:	University of Macquarie
Qualification:	Master of Arts (Ancient History)
Completed:	2011 – 2012
Institution:	University of Western Sydney
Qualification:	Bachelor of Arts (History, Politics, Philosophy)
Completed:	2004 – 2009
Institution:	Liverpool Girls High School
Qualification:	Higher School Certificate
Completed:	2002