

Nicole Trpevski

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Professional Summary

Coordinator to the direct advertising sales team at Seven West Media. Over two years experience in this role, with six years experience in customer service and client relations in the media industry. Looking to change careers into web development, so currently studying and due to finish early February 2022.

Skills

HTML, CSS, JavaScript, jQuery, node.js

Key Performance Areas

- **Customer Service** High skills in customer service and client relations, having dealt with a multitude of different clients over my 8 years experience at Seven West Media.
- **Team Leadership** Demonstrated results in leading teams to provide excellence in customer service and key performance targets
- **Organisation** Coordinate and organise multiple projects and activities for a team of up to 18, including making bookings, running features and a variety of publications, running sales reports and overseeing workflow.
- **Creativity** Background in design through study, along with extensive experience liaising with creative teams within Seven West Media
- **Project Management** Manage and oversee multiple features and publications throughout the year, working either with individual sales reps, or coordinating across sales teams.
- **Keen eye for detail** Having studied graphic design, I have strong skills in layout design and perception for detail. I quickly pinpoint issues in marketing materials that require attention.
- **Solutions** Through high level of engagement with customers, I can understand their marketing needs and develop practical solutions.
- **High Computer Skills** Skills in both Office and Adobe Design Suite. Ability to pick up new programs very quickly and easily. About to sit a 6 month course on web coding
- **Time Management** 6 years working in media testifies my ability to work efficiently to meet tight deadlines.

Employment History

SEVEN WEST MEDIA

February 2013 – Current

www.sevenwestmedia.com.au

Osborne Park, WA

Senior Sales Coordinator

May 2019 – Present

Responsibilities:

- Leadership and organisation of a sales team of up to 18
- Customer service and client relations
- Sales support, including reports, bookings and setting print and digital campaigns
- Coordinating special publications, including the annual Wine Guide
- Initiating and maintaining workflow and processes
- Work closely with Creative teams to help produce client advertising materials

Sales Coordinator

May 2017 – May 2019

Responsibilities:

- Organisation of a sales team of up to 10
- Customer service and client relations
- Sales support, including reports, bookings and setting print and digital campaigns
- Coordinating special publications, including the annual Wine Guide
- Liaising with other departments
- Working closely with creative teams to help produce client advertising materials

Sales Advisor

April 2015 – May 2017

Responsibilities:

- Outbound sales to grow and secure new business
- Retain a high level of customer service to clients to ensure repeat business
- Building and maintaining a variety of advertising sections within publications

Reception

March 2014 – April 2015

Responsibilities:

- Answer calls promptly
- Customer service
- Understand customer needs and provide solutions

Night Telemarketer

February 2013 – September 2014

Responsibilities:

- Finding and securing new business
- Servicing current clients

GARMA FESTIVAL

July – August 2019

<https://www.yyf.com.au/>

Darwin, NT

Knowledge Centre Coordinator

July – August 2019

Responsibilities:

- Overseeing day to day operations
- Work closely with the Garma Coordinator and Garma Director to ensure effective support for the artistic program
- Be the point of reference relating to scheduling and day to day running of Knowledge Centre

- Directing a team of volunteers in daily tasks

Education

2005 - 2009 High School Diploma
Newman College

Higher Education

2011 - 2017 Graphic Design
Curtin University

2021 - 2022 Coding Bootcamp
Trilogy & University of WA

Volunteering

2018-2020 Telethon phone room supervisor, Telethon ball event staff

Referees

Liz Poustie
Direct Sales Manager
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08 9482 3254
0434 185 992

Karen Langdon
Team Leader
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