

## 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.

## 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](http://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

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**2005 - 2009**      High School Diploma  
Newman College

## Higher Education

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**2011 - 2017**      Graphic Design  
Curtin University

## Volunteering

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

## Referees

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