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# Radhika Pal

Bachelor of Business – Human Resource Management

## SKILLS

- ✓ People Management
- ✓ Financial Management
- ✓ Salesforce, Xero, Eway
- ✓ Conflict Resolution
- ✓ Consulting
- ✓ Scheduling
- ✓ Project Work
- ✓ Confidentiality
- ✓ Client Centric Focus
- ✓ Multi-Lingual

## QUALIFICATIONS

Bachelor of Business – Human  
Resource Management  
Western Sydney University  
2019-2022

## AWARDS & ACTIVITIES

- ✓ Dean's Merit List Awards
- ✓ Course Awards
- ✓ Distinction
- ✓ Debating

## ABOUT ME

I'm an enthusiastic and ambitious recent graduate holding a Bachelor of Business in Human Resource Management with Distinction.

I'm seeking a challenging role which fosters continuous learning and development. Known for a robust work ethic, I am determined and dedicated to achieving success. My proven organisational and collaboration skills, cultivated through debating, are complemented by my previous experience in a corporate environment and customer service.

### Character skills:

- ✓ Excellent communication skills, written and verbal
- ✓ Excellent time management skills
- ✓ Excellent problem-solving & multi-tasking skills
- ✓ Pro-active & take initiative

## RECENT EXPERIENCE

### Property Manager - Relief

June 2022 - Current

[Talent Connect Australia](#)

Being a Property Manager – Relief at Talent Connect Australia, common activities include:

- Provide relief coverage for property managers as needed across various locations
- Handle administrative tasks including call management and appointment oversight
- Assist residents ensuring a positive living experience



## ADDITIONAL EXPERIENCE

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### Studio Manager/Lead February 2023 –

July 2023

[Bankstown Stormer Music](#)

#### Key achievements:

As the Studio Manager/Lead at Bankstown Stormer Music, my duties include overseeing the day-to-day operations of the studio. Other key responsibilities include:

- Maintaining the studio at a high standard, ensuring efficiency and a positive working environment
- Executed sales activities, engaging potential clients and students via the phone. My efforts resulted in a 22% increase in enrollments over a period of 2 months.
- Handling finance related tasks such as billing, student enrollment and account management
- Managing appointments, allocation of studio resources and accommodating client and teacher requirements
- Proficiency in software, some including, Slack, Xero, Eway, Keap, Acuity
- Responsible for the open/close of the studio and overall upkeep

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### Guest Services Agent August 2022 –

February 2023

[Virgin Australia Group](#)

#### Key achievements:

Being a Guest Services Agent at Virgin Australia, my usual days consist of the below tasks:

- Managed disruptions and escalations, this consists of reassigning guests to earlier flights and seat allocations
- Maintained accuracy and integrity by verifying documentation for both domestic and international travel
- Followed strict internal procedures for baggage checking, attaching thermal tags and conducting security questions to uphold safety standards
- Followed strict internal procedures to ensure a seamless check-in process for guests ensuring a smooth start for their travels
- Provided assistance to guests with special needs

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### Business Analyst

July 2021 –

Sep 2022

[PricewaterhouseCoopers \(PwC\)](#)

#### Key achievements:

As a Business Analyst at PricewaterhouseCoopers, some of my responsibilities and day-to-day tasks include:

- Liaising with diverse clients on projects, ensuring confidentiality and discretion
- Worked independently and within teams to meet daily goals and deadlines as well as KPIs.
- Proficiency in Salesforce, MS Teams and Outlook
- Utilised Salesforce for project management
- Administration of emails and meeting transcriptions
- Provided feedback to enhance business processes. An example is my implementation of a daily goal setting system using a numeric method during team meetings to enhance productivity.

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### Customer Service Representative

July 2019 –

July 2021

[Big W](#)

#### Key achievements:

Some of my day-to-day activities include:

- Managed cash handling responsibilities such as counting and closing drawers at end of shifts
- Assumed the role of Recovery Leader
- Conducted training for new staff members
- Attend to customer queries, over the phone and in person
- Resolving customer disputes
- Handling and packing online orders