

SAOIRSE BYRNE

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EDUCATION

PEMBROKE SCHOOL – ADELAIDE, SOUTH AUSTRALIA

Graduation : November 2015

ATAR : 96.9

GENERAL ASSEMBLY - SOFTWARE ENGINEERING BOOTCAMP - 2024

Completion date: 9/8/2024

UNIVERSITY OF ADELAIDE – BACHELOR OF COMMERCE - 2017 - 2021

UNIVERSITY OF SOUTH AUSTRALIA – BACHELOR OF INTERIOR ARCHITECTURE - 2020 - 2022

INTERNATIONAL STUDY ABROAD - **UNIVERSITY OF LEEDS**, ENGLAND - 2018 - 2019

ECOMMERCE AND CUSTOMER SERVICE MANAGER

JAN 2024 - MAY 2024

BUBISH LUXE & TOAST SOCIETY

- Manage warehouse stock and orders
- Ecommerce duties across website and Shopify
- Wholesale supplies coordinating
- Manage incoming phone calls – Primary contact for the business
- Manage customer relations across multiple platforms
- Responding to all emails (wholesale customers and internal staff)
- Monitor product and pricing accuracy on ecommerce platforms

ECOMMERCE, WHOLESALE & CUSTOMER SERVICE REPRESENTATIVE

HOLIDAY TRADING

MAY 2023 - JAN 2024

BRAVE + TRUE, THE SHANTY CORPORATION, HOLIDAY, DAISY SAYS, TALISMAN, TRUE NORTH

- Manage incoming phone calls – Primary contact for the business
- Manage customer relations across multiple platforms
- Responding to all emails (wholesale customers and internal staff)

- Managing & solving customer queries, complaints & requests across wholesale and ecommerce
- Administrative support across the business
- Invoicing and processing credit claims and order
- Managing direct debit payments for orders
- Communicating with all Sales reps in each state/territory daily in regards to customer orders, concerns, requests
- Monitor product and pricing accuracy on ecommerce platforms
- Assisting Operations and Sales managers – monitoring and invoicing stock control for Ecommerce
- Liaise with warehouse as required in relation to ecommerce dispatch
- Assist with organisation of the flow of goods from factory to warehouse and stockists
- Setting up new customers and maintaining databases

RETAIL ADMINISTRATION OFFICER, LET THEM EAT

AUG 2022 – MAY 2023

- Social Media Management
- Website maintenance
- Customer service
- Blog creation
- Newsletter development
- Data entry, collation and creating and maintaining reports for retail division
- Catering – quoting, invoicing and statements
- Promotions and Marketing
- Manual updates
- Answering phone calls and other correspondence (emails, letters, memorandums)
- Updating records and databases with personnel, financial and other data in excel tables or accounting software
- Petty cash reconciliation, EFT payments via phone
- Maintaining financial records: sort, process, record and report financial documents

DESIGN CONSULTANT, HICKINBOTHAM HOMES

2020 – 2021

- Undertaking client selections appointments
- Finalising client files
- Hosting the Design Studio

SALES LEADER, 2K ELEVATIONS

2019-2020

- Effectively represent the client (Peter Maccallum)
- Working knowledge of the sales process and adapt sales presentations

- Maintain excellent standards in customer service and meet their expectations
- Ability to understand Key Performance Indicators

PHONE SYSTEMS COORDINATOR, COMMANDER

2017-2018

- Managing inbound and outbound calls
- Up-selling services when possible
- Building sustainable customer relationships
- Building product knowledge
- Improving performance and achieving target goals

HOSPITALITY, ADELAIDE, SOUTH AUSTRALIA

2014 - 2022

Brown Dog Cafe

Goodwood Bakehouse

Foodworks North Adelaide

Peter Rabbit Cafe

Utzi Espresso

- Customer service, taking orders, payments, cleaning
- Catering experience
- Open and Closing time responsibilities
- Working within established guidelines and operating procedures
- Food preparation
- Gained valuable knowledge and understanding of working in groups

WORK EXPERIENCE

2014-2015

SPK Legal

Bar Chambers

Anthony Mason Chambers

BOWERBIRD BAZAAR MARKET 2014-2015

Volunteer

- Assisting with 'bump in' and 'bump out' responsibilities
- Assistance on stalls

CHILD CARE VOLUNTEER

2013-2014

Saint Peter's Child Care Centre

Burnside Primary School

Magill Primary School

- Assisting children with reading, homework, computing lessons and other school activities

SKILLS

- Completion of software engineering bootcamp : 9/8/24
- JavaScript, CSS, Python, Node.js, MongoDB, Express, React, Bootstrap, Tailwind
- Demonstrated ability to commit to a successful team environment
- Strong keyboard and computer skills
- Effective communication skills with people from a variety of backgrounds
- Strong written and verbal skills
- Social Media Management
- Demonstrated ability to work supervised and individually

REFERENCES

Georgie Babyska

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James Willis

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