

**Susan Redding**  
42 Swampscott Road, Napier  
(06) 843 2367    022-235798  
sured@orcon.co.nz

**Career Objective:**

To work as an office administrator where I can utilise my experience and recently acquired knowledge. I would also like to further my professional development while working.

**Qualifications:**

Diploma in Office Administration EIT Hawke's Bay 20\*\*

Certificate in Office Systems EIT Hawke's Bay 20\*\*

Certificate in Food Preparation and Cooking EIT Hawke's Bay 20\*\*

**Relevant Skills:**

- Computer skills- Word processing, Spreadsheets, Desktop Publishing, Payroll, MYOB
- Effective communication skills- oral and written
- Ability to carry out administrative functions including typing, mail merging, payroll, stock control and customer inquiries
- Proven ability to relate to a variety of people of varying ages, backgrounds and cultures
- Equally effective working alone as well as within a team environment
- Confident using MYOB accounting package
- Proven skills and experience in cash handling, monthly accounts, stock schedules and wages
- Excellent customer service focus
- An ability to learn new tasks and information quickly
- Diplomatic and professional when dealing with challenging customers

**Employment History:**

<b>3 Years</b>	<b><i>Esso Fuel &amp; Superette</i></b> <b>Waipukurau</b>	<b><i>Assistant Manager</i></b>
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**Responsibilities:**

- Customer service
- Banking & reconciliation
- Staff supervision and training
- Ordering stock
- Networking with sales reps

**1 Year      Stanmore Court Motel      Manager**  
**Hastings**

**Responsibilities:**

- Customer service
- Telephone reservations
- Banking
- General reception duties
- Advised clients of local tourist attractions
- Managing and supervising cleaning staff

**4 Years      The Grange Restaurant      Maitre'd /Waitress**  
**Hastings**

**Responsibilities:**

- Customer service
- Preparation of Bar and Restaurant
- Banking and daily float
- Monthly accounts
- Supervised and trained waiting staff
- Telephone reservations
- Catering quotations for large groups

**Training Courses/ Education:**

- Staff Supervision 3 day course , EIT Hawke's Bay
- Managing a Small Business 2 day course, EIT Hawke's Bay
- Bar Managers Licence 6 week course, EIT Hawke's Bay

**Interests/Community Activities:**

- Swimming
- Kayaking
- Treasurer of Napier Canoe & Kayaking Club  
*I was responsible for maintaining accounts and computerised financial records, banking and funding applications to various charitable trusts.*

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**Referees:**

**Nancy and Jim Claremont (Personal)**  
555 Prior Road  
Napier  
**Ph:** (06) 843 2134

**Sam Fields (Employer)**  
Esso Fuel & Superette (Proprietor)  
Waipukurau  
**Ph:** (06) 832 7685