

SUZANNE TOPP

Professional



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Wallan, VIC 3756



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I believe I would be an asset to any company. I have immense experience in the customer service industry, and pride myself on my strong people skills and customer service approach. I am technically minded, so very much enjoy the E-Commerce side of retail, and have enjoyed the challenge of large format people management. I've trained and lead various sized teams, and find a lot of satisfaction in people management and skill development.

EXPERTISE

STAFF DEVELOPMENT



TEAM LEADING



WEBSITE MANAGEMENT



MICROSOFT OFFICE



SKILLS

- ✓ Time Management
- ✓ Problem Solving
- ✓ Process Driven
- ✓ Strong Communication
- ✓ Goal Orientated
- ✓ Adaptability & Flexibility

EXPERIENCE

Student at Coder Academy

MELBOURNE CAMPUS

2021-Present

Visitor Services Supervisor - Retail

Zoos Victoria – The Melbourne Zoo MELBOURNE

2018 – 2021

Website Management during COVID closure for <https://shop.zoo.org.au/>

- Large format people management and training – team of 90
- Huge responsibility on Supervisor team – not only managing the staff but also the greater Zoo in regards to visitors, first aid and emergency
- First aid trained
- 5 million dollar turnover business for 5 on-site Retail stores
- Working with on-site warehouse to maintain and delivery stock
- Adding and removing all items on the sites, including descriptions and categories/banners. Liaising with Designer/Developer

E-Commerce Manager / Marketing / Online Customer Service

Gloweave Pty Ltd / Brookfield MELBOURNE

2014 – 2018

Website Management for www.brookfield.com.au, www.gloweave.com, www.gloweavecareer.com.

POINTS

Licensed Driver

Own my own car.

No hesitation towards travel

Home Owner

Built my first home in 2016

Animal Supporter

Became a vegetarian in 2017

Tech Head

Love anything IT related

INTERESTS

- ✓ Visiting Other Countries
- ✓ Popular Culture & Music
- ✓ My Animals (kids)
- ✓ Tap Dancing
- ✓ Teaching Technology
- ✓ Teaching

WORK EXPERIENCE

Customer service management for Brookfield/Gloweave.

Marketing for Brookfield/Gloweave online retail.

- AP21 System ordering and back end
- Management of all customer service for the three websites above
- Photography of all products, clear cutting in Adobe Illustrator, colour matching in Adobe Photoshop
- Stock Management via AP21 – liaising with third party warehouse, managing inventory availability for both retail websites
- Adding and removing all items on the sites, including descriptions and categories/banners. Liaising with Designer/Developer
- Responsible for **\$500,000** in yearly retail targets/budget
- Maintenance of social media channels
- Work in wholesale to provide support when needed
- Create marketing EDM's each week for both Gloweave and Brookfield. Create a plan for design and brief the graphic designer, approve artwork, and schedule the EDM - via Campaign Monitor

Flagship Store Manager / Trainer / Stocktake Manager

Urban Attitude Melbourne

2013 - 2014

Store Manager / Trainer / Stocktake Manager

Urban Attitude MELBOURNE

2013 – 2014

Flagship Store Manager / IT Support

Dangerfield MELBOURNE

2010 – 2013

Flagship Store Manager

Thendro Pty Ltd GOLD COAST

2009 - 2010

Scanning Department Manager

Fuji Xerox Business Centre TOWNSVILLE

2009-2010

Scanning Department Manager / complete set up of department from scratch. I digitised years' worth of documentation for large companies.

Store Manager

GameStop BALLINCOLLIG - IRELAND

2008 – 2009

ANY PREVIOUS JOB INFO CAN BE GIVEN ON REQUEST

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Professional

REFERENCES

SIMONE MURPHY SMITH

*Manager at Glowave
& Urban Attitude
& Manager at Melbourne Zoo
0407 338 285*

TELAN WADE

*State Manager at Dangerfield QLD
0413 751 080*

EMERALD KOVARIK

*Area Manager at Dangerfield VIC
0410 600 361*