

Vivian Angster

Administrator

022 0848 264 | viviangster@gmail.com | Yarrow Street, Invercargill

PROFILE

Customer and process focused experienced administrator with strong verbal and written communication skills, Bachelor of Information Technology Studies and a strong sense of judgement and adaptability. I believe that my skills in blending technical knowledge with communication skills will contribute to a success in people-centred operations.

RECENT EMPLOYMENT HISTORY

Administration and Management, F45 Training

Dec 2023 – Jul 2025

At F45, I play a key role in the assistance of studio operations and member experience during a period of transition and financial recovery.

- Recruiting of staff, assistance with training and providing support to intern students from Southern Institute of Technology (SIT)
- Supported a financial restructure at a time of need – including optimizing staff scheduling, upskilling coaches to reduce staff overlap requirements and ensuring the team was better rewarded during studio growth.
- Oversaw timesheets, weekly payroll, and monthly reconciliation using Xero, with two monthly meeting and assistance with an accountant
- Personally handled client onboarding, feedback response and improving client journey based on consistent communication to and from staff
- Liaised for community events, equipment sale and internal business meetings to sales success
- Event management execution of group fitness challenges, with each drawing more competitiveness and popularity than the subsequent one

Retail Assistant, Xplosiv Supplements

Jan 2023 – Jan 2024

At Xplosiv, I worked independently and collaboratively to support operations on an ongoing basis. I contributed beyond the sales floor, drawing on market trends to improve store performance.

- Maintained store presentation, ensuring a welcoming and tidy store-front and organized backroom for staff accessibility
- Stocktake, maintenance and stock-order based on market research and customer feedback – aligning purchasing decisions with demand
- Took initiative in content creation for the store's Instagram, promoting products, increasing engagement and showcasing an in-store experience
- I stepped up to cover the store manager's responsibilities, managing reconciliation, staff roster, and handling supplier interactions with headquarters, demonstrating adaptability and confidence in pivoting role.

Receptionist, The Shining Star Beachfront Accommodation

Nov 2021 – Jan 2023

As part of a close-knit team, I thrived in the flexibility this role provided, proactively contributing to the overall guest experience wherever I possibly could.

- Delivered a personable and professional front desk service, ensuring any necessary specifics were covered upon check-in or check-out
- While the role had ample idle-time, I took all opportunities to assist if needed, decorate and tidy the office, or conduct market research with the surrounding accommodations and gain insight into travellers and community, reporting back to my managers.
- Refined and assisted with internal documentation projects such as staff orientation user manual, guest information books and improving signage around the property and inside the rooms
- During a covid lock-down, assisted the owners with tasks beyond my role, including landscaping, staining decks, and deep-cleaning guest rooms to prepare for reopening, showing loyalty and commitment.

EDUCATION

SIT Bachelor of Information Technology (Levels 5-7)

Invercargill, Southland | 2023 – 2025

- Professional Communication Electives, selected strengthen my core-skill that grounds any role I take on
- Pasifika Student Support Assistance, guidance and peer support
- Business Intelligence (BI) Research Internship 2024 , gaining an introduction to a real career in BI
- Student Representative Level 6 & 7 – supporting the voice of students, liaising between leadership and classroom

REFERENCES

Martina Smith – 027 230 9371

Senior Coach, F45 Training Invercargill

Jodi Conway – 027 925 8635

Team Leader, Student Services – SIT

Shaun Foley – 027 336 5897

Regional Manager, Xplosiv Supplements

Benjamin Sturgess – 021 0244 0868

Owner/Operator, Shining Star Beachfront Accommodation