

TINA SAMPLE

Career Profile

An established, self-motivated and results-driven Administration and Customer Service Specialist with over 5 years' experience in the banking and finance sector. Key areas of expertise include: identifying customer requirements, formulating effective recommendations to meet customer expectations, resolving customer complaints, building rapport with people within short time frames, and dealing with clients in a manner that encourages repeat business.

Skilled in promoting company products and services, as well as representing the company in a professional manner via phone and in person. Excellent communication and interpersonal skills with a strong ability to confidently interact with people at all levels.

Key Skills

- **Extensive customer service experience** with a strong ability to take control of projects from scope to handover, and a track record of accomplishments in leading multi-discipline administration projects
- **Highly experienced in the use of project management tools** for scheduling, delegating responsibilities and collecting information.
- **Skilled in budget management**, cash balancing, bank reconciliation, reporting, financials
- **Effective leadership skills** ability to lead, supervise and manage a variety of workers
- **'Cost saving' mindset** with a demonstrated ability to negotiate discounts and favourable terms with suppliers.
- **Accomplished verbal and written communication skills** with a demonstrated ability to convey information in a clear, precise and easily understood manner
- **Solid administration skills** high proficiency in utilizing a range of software programs in order to efficiently manage customer information and prepare complex business documents.
- **Proficient computer skills** with sound experience and abilities in Microsoft Word, Excel, Access, PowerPoint and Outlook, as well as organisation specific software.
- **Strong planning, organisational and time management skills** with a proven capacity to respond effectively in changing environments, whilst ensuring targets are achieved and quality standards are adhered to.
- **Diligent and safety conscious** with an innate ability to lead teams towards producing outstanding results in a time effective, safe and compliant manner.

Education

- 2010 Diploma of Human Resources, Swinburne University
- 2001 Advance Diploma in Business, Swinburne University
- 1999 Advanced Certificate in Administration, Box Hill TAFE

Career Summary

Dates	Position	Organisation
Aug 2014 to Present	Office Manager	AAA Pty Ltd
Sept 2010 to Aug 2014	Senior Administration Officer	ABC Pty Ltd
Jan 2005 to Sept 2010	Customer Service Officer	ZZZ Pty Ltd
Feb 2002 to Dec 2004	Customer Service Officer	ABC Inc.

Employment History

OFFICE MANAGER, AAA PTY LTD

AUG 2014 - PRESENT

AAA Pty Ltd is one of the world's largest contract mining companies, with major project operations in Australia, New Zealand and various countries within Europe and Asia.

RESPONSIBILITIES

- Manage, Coach and mentor 5 direct reports
- Responsible for complaints management process, resolve complaints by understanding underlying issues, researching and identifying appropriate solutions and escalating unresolved problems.
- Ensure accurate and timely reporting standards are maintained throughout the projects.
- Coordinate administrative tasks
- Ensure safety of all work places
- Monitor budgets
- Manage staff professional development
- Maintain effective and on-going communications with key stakeholders

ACHIEVEMENTS

- Exceeded time frames and quality standards for each all business functions
- Produced significant cost savings in excess of \$50k
- Maintained a 'zero harm' work environment on all projects.

Employment History

SENIOR ADMINISTRATION OFFICER, ABC PTY LTD

SEPT 2010 – AUG 2014

ABC Pty Ltd is one of Australia's leading engineering and construction providers in the infrastructure, energy and resources sectors.

RESPONSIBILITIES

- Provide Administration and Reception expertise to the construction teams in support of project deliverables and ensure design deliverables are clearly defined.
- Manage projects in a manner that ensures all project objectives are achieved within time, budgetary and quality requirements; this includes stakeholder management, progress reporting and monitoring budgets.
- Work closely with the procurement team to ensure that all materials and equipment packages meet the technical specifications of the project.
- Manage all aspects of office management, staff training and staff development
- Develop construction work packs consisting of controlled drawings, construction methodologies, bill of materials and 3-week construction schedules.
- Ensure all safety and compliance policies, procedures and regulations are adhered to.

ACHIEVEMENTS

- Key contributor to the successful completion of projects valued in excess of \$20k
- Demonstrated continuous improvement and development; introduced new processes and procedures, ultimately resulting in higher levels of productivity and efficiency, as well as reduced costs.

KEY PROJECT

Project: ABC training of 3000 staff over 8 sites in Australia

Role/Focus: Key tasks included Quality and Risk training, First Aid, Leadership Training,

CUSTOMER SERVICE OFFICER, ZZZ PTY LTD

JAN 2005 – SEPT 2010

ZZZ Pty Ltd is a medium-sized engineering firm offering a range of specialist engineering services and consulting advice across Australia.

RESPONSIBILITIES

- Plan, manage and control the delivery and release of client free issued materials.
- Monitor and record the quantity of major material deliveries to sites, and inspect and document the quality of materials received through check sheets, photos and visual inspection.
- Develop lift plans and crane selection for the installation of heavy mechanical equipment.
- Manage a busy switchboard by providing prompt and courteous customer service by engaging, education and supporting all customers
- Perform various administrative tasks in support of customer service including data entry and database management
- Ensure all safety requirements, quality, environmental, inspection, test and action plans are implemented and adhered to on site.
- Produce a monthly cost report, productivity factor and forecast.

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ACHIEVEMENTS

- Received recognition from senior management for increasing employee loyalty, achieved by implementing improved processes, introducing new resources and creating an 'open door' policy.

CUSTOMER SERVICE OFFICER, ABC INC.

FEB 2002 – DEC 2004

ABC Inc. is a reputable automotive company, specialising in the design and manufacture of a range of motor vehicles.

RESPONSIBILITIES

- Perform various administrative tasks in support of customer service including data entry and database management
- Manage a busy switchboard by providing prompt and courteous customer service by engaging, education and supporting all customers
- Work collaboratively within a team environment towards achieving team objectives

Computer / Technical Skills

- HRIS
- PayGlobal
- Commander switchboard
- Pathways
- OBJECTIVE
- Microsoft Office Suite

Professional Memberships

- Member, Project Management Institute

References

Available on request