
Key Strengths and Personal Qualities

The following attributes, qualities and competencies are founded on my achievements, academic qualifications and work experience and feedback I have received from senior managers, colleagues and customers with whom I have worked.

- Well developed research and analytical skills
- Demonstrated ability to resolve problems creatively and quickly
- Highly effective intellectual capabilities supported by the ability to apply them to real world issues
- Strong administrative, organisational and coordination skills
- Demonstrated ability to identify areas for improvement and to devise and successfully implement workable solutions
- Excellent written communication skills, including the ability to prepare, edit, refine and produce well argued, persuasive and lucid reports and other documents
- Proven ability to make an effective contribution to the performance of a team
- Demonstrated capacity to exercise initiative, accept challenges and apply creativity to overcome obstacles
- A high level of professionalism, discipline and dedication to achieving tasks on time to a high standard
- Outstanding customer service skills emphasising a focus on customer needs and resolving customer issues to their satisfaction

Career Snapshot

1998 - 2000**Post Graduate Student**

Northern Territory University

1999**Caregiver**

[—] Community Child Care Centre

Achievements

- Reorganised craft supplies to enable more autonomous access by the children and require less intervention by staff
- Re-scheduled staff meal times to accommodate the children's needs, minimising the disruption to their routine
- Introduced a method to enable children to explore a range of scientific concepts
- Maintained a positive, harmonious and nurturing environment

Role

- Facilitate the emotional, intellectual and physical development of 3 - 6 year old children
- Identify the individual needs of children through discussions with parents

- Devise and implement activities to interest and stimulate the children
- Liaise with other staff to plan, schedule and coordinate work load

1998**Service Desk Attendant**

[company name] (Canberra)

Achievements

- Consistently maintained a high standard of customer service and received positive customer feedback
- Increased efficiency and reduced disruptions by introducing a more effective staff changeover procedure that ensured that incoming staff were aware of requirements, issues and other matters carrying over from previous shifts

Role

- Resolve customer problems to reflect the company's objective in retaining their business and enhancing its image
- Process refunds and exchanges
- Minimise stock loss by applying security procedures

1994 - 1997**Undergraduate Student**

University of Adelaide

1996

(2 months temporary)

Store Manager

[company name] (Fashion boutique, Canberra)

Achievements

- Introduced a storage system that enabled employees to more easily access stock

Role

- Providing high levels of customer service
- Monitoring stock levels and reordering as required
- Managing employee performance
- Reconciling transactions, maintaining petty cash, banking

1993 - 1994**Bar & Beverage Attendant**

[company name]

Role

- Providing high standards of customer service in the bar and at private functions
- Maintain stock levels and reorder when necessary

1991 - 1993

**Administrative Assistant
Swimming Instructor**

[—] Swimming Centre (Adelaide)

Role

- Prepare swimming lesson schedules
- Processing cash and credit card transactions
- Providing information to the public

**Tertiary
Education**

Master of Teaching

to complete in November

Northern Territory University

Areas of study include:

- Mathematics Education
- Science Education
- Social Education
- Technology Education
- Personal Development, Health & Physical Education
- Language, Literacy and Learning
- Critical Issues in Early Childhood
- The Developing Child
- Teaching with Multiple Intelligences

Program included two periods of practical teaching experience

Bachelor of Arts

completed in 1997

University of Adelaide

Areas of Study include:

- Chinese language, history and politics
- Introductory Japanese
- Spanish
- French
- Computer Assisted Language Learning
- Asian Studies
- Media & Culture
- Philosophy

**Computer
Proficiency**

- Microsoft Office - Word and Excel
- Internet Explorer
- Microsoft Outlook

Referees

If you wish to contact my referees, please let me know and I will facilitate the arrangements.

Associate Professor [name]

[education institution]

[name]

Executive Support Officer, [organisation]