

Resume

Personal Details:

Name: Ann Kay
Email: annkay2019@gmail.com

Employment History:

July 2018 - Current: **QLD Corrective Services**
Offender Management Support Officer

Duties: Answering of telephones; use of office equipment; customer service; filing duties; creation of various Probation and Parole documents such as Breaches, Inductions, DPP Reports, Court Reports, Referral to external services, letters etc; running of weekly reports and break down of data into excel; reception duties; general office duties; use of IOMS; sorting of reports; mailroom duties; dictation duties; liaising with Court staff and requesting Court documents; data entry; front reception assistance; liaising with Qld Police and requesting QP9/PH/CH documents; use of all Microsoft applications.

January 2017- June 2018: **Solicitors Office (Virtual Position)**
Paralegal & Administrator

Duties: Answering of telephones; use of office equipment; customer service; filing duties; creation of letters, affidavits, statements; general office duties; use of Silq; sorting of reports; accounts payable; accounts receivable; mailroom duties; meetings with clients; liaising with Court staff and requesting Court documents; liaising with Qld Police and requesting QP9/PH/CH documents; use of Federal Circuit Court E-portal for lodgement of Family Law matters; use of Legal Aid portal for lodgement of legal aid applications; data entry; use of all Microsoft applications; agenda and meeting preparation.

January 2018 – June 2012: **Outback Project Services (Virtual Administration Business)**
Owner/Manager

I saw the need to provide an administrative service for the rural communities where obtaining staff can be difficult, however offered services globally.

With all the new advancements in technology available, distance wasn't problem and I offered office support no matter where clients were based. My business aim was to provide businesses with help in their everyday administrative tasks, to enable them to take their business to the next level or assist with current overflow or backlog.

During this time I employed 5 staff within my office who all assisted with my Virtual Administration Firm.

I assisted in all areas of administration including recruitment; accounts payable and receivable; social media assistance; website design; document creation; virtual receptionist; PA roles; calendar management; project management; general office assistance.

April 2012 - October 2011: **Mining and Construction Firm**
Workshop Administrator

Duties: Answering of telephones; use of office equipment; accounts payable; invoicing; quoting of jobs; payroll; staff expenses; data entry; filing duties; processing of mail; liaising with repairers to fix client stock; internal and external stock transfers; creation and maintenance of job files; end of month processes; general office duties; data analyses; petty cash; keeping a track of monthly invoicing; maintenance of branch WIP (work in progress); general reception duties; archiving of files; raising of purchase Orders; goods receipting; ordering of parts for jobs; use of all Microsoft applications.

As the workshop administrator, I was required to liaise with the workshop supervisor, field service co-ordinator and branch manager to ensure all jobs were completed in a timely manner, quoted and invoiced at completion. I handled payroll duties for field service/ workshop and branch staff members. I was required to liaise with both internal and external clients daily to ensure the prompt repair and return of client's parts. I raised the purchase orders for the branch and ensured all corresponding invoices were entered in a timely manner.

June 2011 - April 2010: **Qld Health**
Administrator

Duties: Answering of telephones; use of office equipment; customer service; filing duties; creation of letters, and other documentation; general office duties; data analysis; sorting of reports; accounts payable; accounts receivable; mailroom duties; data entry; internal and external client relations; use of all Microsoft applications

January 2010 – April 2010: **Retail Store**
Assistant Store Manager

Duties: Delegating of tasks to staff; setting up of displays for sale catalogues; time management; customer service; stock management; leading of team; security marking of stock; marking down of quit and discontinued lines and ensuring that stock is sold or transferred before it reached that stage; merchandising of the store; rostering; adhering to budgets; cleaning duties; ticketing of stock; staff training in sales techniques to maximise sales opportunities, handling customer complaints and customers who are irate within the store; agenda and minute preparation.

As assistant store manager, I am required to ensure the advertisements are tied up correctly and ready to go by commencement date. My time management skills are of an exceptional standard and the ability to multi-task is a must as to successfully complete my role each day. I am required to assist customers with any enquiries they had about any products and encourage them to spend money within my store. I have extensive customer service experience and am able to handle any situation with the delicacy and confidentiality required. I am able to complete rostering and able to adhere to budgets and ensure targets are met each month and was required to merchandise the store

December 2009 – July 2008:

Retail Store

Assistant Store Manager

Duties: Delegating of tasks to staff; setting up of displays for sale catalogues; time management; customer service; stock management; leading of team; security marking of stock; marking down of quit and discontinued lines and ensuring that stock is sold or transferred before it reached that stage; merchandising of the store; rostering; adhering to budgets; cleaning duties; ticketing of stock; staff training in sales techniques to maximise sales opportunities, handling customer complaints and customers who are irate within the store; use of all Microsoft applications; agenda and meeting preparation; conducted staff training.

As assistant store manager, I am required to ensure the advertisements are tied up correctly and ready to go by commencement date. My time management skills are of an exceptional standard and the ability to multi-task is a must as to successfully complete my role each day. I am required to assist customers with any enquiries they had about any products and encourage them to spend money within my store. I have extensive customer service experience and am able to handle any situation with the delicacy and confidentiality required. I am able to complete rostering and able to adhere to budgets and ensure targets are met each month and was required to merchandise the store

July 2008 – March 2008:

Transport & Logistics Firm

Administration Assistant

Duties: Answering of telephones; use of office equipment; customer service; filing duties; creation of letters, and other documentation; general office duties; data analysis; data entry; sorting of reports; assisting clients with anything they need and any freight enquiries; payment of client accounts; assessing current procedures and policies for my sub- contractors and establishing and enforcing more efficient procedures; use of all Microsoft applications.

February 2008 – May 2007:

Car Hire Firm (Virtual Position)

Customer Service Officer

Duties: Answering telephones; completing drop off and pick up duties; use of Eftpos machine; banking duties; general filing; selling of extra insurance and optional extras on customer's car hire; Customer service; petty cash duties.

I was required to up sell clients contracts to have extra insurance cover and work towards sales targets. I am required to reach a target of 75% of conversions to be eligible for my monthly bonus. I am also required to sell refidexs and baby seats to make extra revenue. I love working in customer service and interacting with the public. I also assist in the call centre with taking reservations, and handling client's enquiries.

May 2007 – March 2007:

Plumbing Firm

Showroom consultant

Duties: Assisting clients with the selection of items for their homes; customer service; answering telephone; meeting with potential clients such as builders; general filing duties; meeting with representatives from our suppliers to acquire product knowledge about upcoming products; the ordering and processing of stock ordered for clients; general administration duties such as faxing, emailing etc. Keeping track of sales figures for the month to ensure monthly targets are exceeded; use of a cash register and Eftpos facilities.

I was required to sell \$55,000 worth of stock to ensure the security of my job. My first month with Reece (with no product training) I secured \$77,000 worth of sales. The second month was \$69,000. I have outstanding customer service skills and find that my bubbly outgoing personality assists me to build rapport with my clients. I am trustworthy and honest employee and believe in devoting 110% of my time to each client.

March 2007 – March 2005:

Retail Store

Nightfill Team Leader

Duties: Delegating of tasks to staff; the allocation of stock; setting up of displays for sale catalogues; time management; customer service; stock management; leading of team; security marking of stock; stock take.

As a Night Team Leader, I was required to lead a night fill team for a particular area of the store. It was my responsibility to ensure stock was filled properly and reduce any excess stock through space management. My time management skills are of an exceptional standard. I was required to assist customers with any enquiries they had about any products in my area on late nights of trade. So, again I have customer service experience.

November 2003 – June 2001:

Energy Supplier

Customer Sales and Service Officer

Duties: Answering telephones; assisting customers with enquiries; handling debt calls; use of facom and citrix programmes; selling of items such as air conditioners, safety switches; energy saver products, hot water systems, security systems; providing exceptional customer service at all times; meeting sales targets each month.

I was required to sell a range of products whilst employed with Ergon Energy. The prices ranged from a \$30 shower head to a \$10,000 air conditioning system. As it was over the telephone I found that rapport with the client was vital as it was the only tool that I had. I was required to meet sales targets set for each product each month in order to secure my position within Ergon.

June 2001 – March 2001:

Recruitment Firm

Administration Assistant

Duties: Answering of telephones; use of office equipment; collection, sorting and distribution of mail; customer service; filing duties; creation of letters, and other documentation; use of Dictaphone; general office duties; data entering resumes; assisting clients with the creation of resumes; forwarding suitable resume's to clients for their perusal. Meeting with potential employees on behalf of clients.

February 2001 – November 1999: Local City Council
Office Administration Trainee

Duties: Answering of telephones; use of office equipment; collection, sorting and distribution of mail; customer service; filing duties; creation of letters, and other documentation; use of Dictaphone; general office duties; use of all Microsoft applications; minutes preparation.

Certificates Received:

- Customer service recognition (5) – Retail Firm 2008/2009
- Nightfill award – Retail Firm 2006
- Employee of the month – Retail Firm October 2006
- Most safety switches sold month of September – Energy Supplier 2002
- Customer Service Award – Energy Supplier 2001
- Reaching of Key Performance Indicators – Energy Supplier 2001

Courses Completed:

- Certificate III in telecommunications – Moreton Bay Institute of Tafe
- Certificate II in Office Administration – Capricornia Training Company
- Certificate IV in Business Administration – Capricornia Training Company
- Certificate II in Salon Practices – Rockhampton TAFE (School Based)
- Bachelor of Legal Studies/Law - UNE (current)