

Lara Hawkins

Central Gold Coast - 0450 302 237 – larahawkins@gmail.com

Education

Certificate IV Work Health and Safety	2017	Tafe NSW
Certificate III Micro Business Operations	2017	Business Enterprise Center
Diploma of Business Management & Entrepreneurship	2017	Alison/XSIQ
Diploma of Customer Service	2015	Alison/Connexions Program
Early Childhood Education Bachelor's Coursework	2008	Newcastle University (Ourimbah)
High School Certificate <u>Honours Student</u>	2004	Frensham Boarding School

Professional Development

The Doing School Masterclass	2017	Grace Leaver
Leadership Skills in Business	2017	Rice University*
Growth Strategies for Business	2017	Rice University*
Introduction to Time Management	2016	GTP*
Understanding Your Customer to Drive Sales	2015	Stanford Technology Institute, Ventures Program*
Introduction to the Art of Negotiation	2015	Stanford Technology Institute, Ventures Program*
Construction Industry White Card	2016	Queensland

*Certified by Alison

Career Highlights

- 2019** – Worked with the sales team virtually to assist the company signing 15 new construction contracts in February 19
- 2017 -2018** AWRA eMentoring Program: "Women in Mining and Related Industries" *Mentee*.
- 2017** - Exceeded KPI's with 14 placements and 3 claims in February while assisting on-boarding new site staff.
- 2017** - Achieved 100% participant placements in Work for the Dole Program including 2 outreach sites – Blayney and Oberon.
- 2015** - Promoted to coordinator of Interstate Department within the first 6 months of employment.
- 2013** – Sales and warehouse management at Flooring Bryce and Duncan - Roo Gripper store.
- 2008** – Manager of boutique Child Care Center improving human resources, enrollments, compliance and performance.
- 2007** – Preschool Team Leader at 90 Place Child Care Center.
- 2005** - Promoted to Preschool Team Leader at an ASX listed Early Childhood Company on the Lower North Shore Sydney.
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Awards and Responsibilities

- 2016 & 2017** Nationals Party – Central Woman's Council Representative for Calare Electorate NSW. www.nswnationals.org.au
- 2015 & 2016** Nationals Party - Calare Representative at Young Nationals Conferences across the State
- 2007 to 2018** Friends of Mayfield Garden - www.mayfieldgarden.com.au
- 2004** Frensham School Girdle Award for Music (NSW Honours Student HSC 2004) <http://www.frensham.nsw.edu.au>
- 2004** Head of Glenn Music Center and Linden House
- 2003 & 2004** Head of Year 11 & 12 Forum

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Employment

Virtual Assistant

Gold Coast, QLD

Casual Sales Mentor and Team Member – Current

- Support the sales team and individuals in meeting their sales targets
- Warm Call prospective buyers and update on specials, sales and interpret their position in the sales cycle
- Database Administration, Microsoft Office, Phone Management, Email Management
- Contractor Role under ABN
- Work with company Owners, Managers, Engineers, Administrators and Sales Team to meet company goals

Selected Achievements

- Worked with the sales team to assist in delivery of 15 new construction contracts in February 2019.

West Point Medical Practice www.ipn.com.au

Bathurst, NSW

Casual Receptionist – April 2018 – October 2018 – Left due to permanent relocation to Gold Coast

- Work as part of a team to meet Doctor, Patient and Center management requirements,
- Reception duties and customer service.

NJ Construction www.njconstruction.com.au

Across NSW

Major Projects Administrator – March 2017 – April 2018

- Coordinated procurement and sales negotiations for project materials and resources, across manufacturers, wholesalers and retailers for regional and capital delivery,
- Live away from home position; supporting projects and head office,
- Provided administration support to the project, supervisors and project manager,
- Managed site administration, plant/vehicles, staffing needs,
- Onboarding and training new employees working within a team and managing own workload,
- Recruitment of locals, building strong links to agencies, community and individuals in the area,
- Worked within NJ Construction, policies and procedures.

Joblink Plus www.joblinkplus.com.au

Bathurst, NSW

Consultant – 2016 to 2017

- Worked for the Number 1 Job Active Provider in the Bathurst and Lithgow areas against 2 established providers,
- Work towards key outcomes and KPI's building company market share and visibility in the local community,
- Cold calling, networking and marketing to establish networks to exceed placement and claims KPI's,
- Candidate Selection, Reference checking and reporting, white and blue industries, placement management,
- Case management including assessing, monitoring, planning and advocacy for clients,
- Attend local and regional meetings to expand objectives and goals regionally and companywide.

Selected Achievements

- Exceeded KPI's at 14 placements and 3 payment outcomes in February 2017.
- Exceeded KPI's at 100% in Work for the Dole placements across 3 sites.
- Perform Outreach in Oberon and Blayney including scheduling, placements, reverse - marketing and administration.

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Spinifex Australia – GWS Personnel www.spinifexrecruiting.com.au

Central West, NSW

Casual Associate Consultant – 2016

Create client advertisements for recruiting purposes on Seek.com.au, Adzuna.com.au and company website,

- First contact for new and existing clients and recruits, establishing rapport and building trust for the brand,
- Stay abreast of current market trends both locally and state wide to establish future sales opportunities,
- Provide support to candidates for interviews and on boarding,
- Maintain administration system for candidate and client accuracy,

Selected Achievements

- Create a daily candidates list to ensure currency of candidates for recruiters.
- Learnt Fast Track Recruitment Software quickly and efficiently to support the team and clients.

Department of Land and Property, NSW Government www.lpi.nsw.gov.au

Bathurst, NSW

Customer Service Agent – 2016 *Contract*

- Ensure prompt and effective conflict resolutions with the public within Government regulations,
- Work as a team to ensure compliance with government regulations and legal requirements are adhered to,
- Manage personal work load of the land valuation objections and processes, seeking assistance as required,
- Use critical thinking skills to accurately deliver customer service solutions for land valuation objections,,
- Office administration tasks.

Citymove Pty Ltd www.citymove.com.au

Sydney, NSW

Interstate Coordinator – 2015

Managed an aggressive calling schedule KPI of 180 outbound and 50 inbound in sales per day, successfully completing 1.5 bookings per hour,

- Succeeded coordinating 32 Contractors nationwide; provided training and coaching daily – Locally and Interstate,
- Manage relationships with key clients and suppliers; facilitated large and complex sales negotiations.

Selected Achievements:

- Routinely commended for the ability to manage competing priorities within tight deadlines.

Flooring Bryce and Duncan *incorporating* Roo Gripper www.flooring.com.au

Sydney, NSW

Stock Manager & Customer Service Associate – 2012 to 2014

- Managed customer communications including cold and warm contact to increase business utilising consultative sales techniques to acquire and grow new accounts,
- Managed administrative tasks, including: Office management, reporting, data management and records management,
- Managed company stock processes including extensive importing of company own line.

Selected Achievements:

- Administration of Roo Gripper Warehouse, increasing profitability.
- Selected to assist in training new team members in assigned tasks and responsibilities.

Children's Services Industry NSW 2005 - 2012

Sydney, NSW

Early Childhood Educator

Selected Achievements:

2008 – Manager of boutique Child Care Center improving human resources, enrollments, compliance and performance.

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7th of December 2018

To whom it may concern,

I have known Lara Hawkins for approximately 3 years. Lara was employed by Joblink Plus in 2016 in Bathurst and I was her direct supervisor. Lara was employed as a Job Placement Consultant, her role required her to work with a caseload of clients building their capacity and finding and placing them in suitable employment. As an LAC she had KPI's around all facets of her role which Lara achieved and exceeded.

Lara always showed dedication to her role and the clients always willing to assist other sites in our area when they required assistance. Lara was responsible for outreach sites where she worked alone 2 days a week the other 3 days were in the office with 3 other staff members.

Job Placement Consultant is a challenging role, Lara was professional and resilient and always got the job done. I would highly recommend Lara for any future positions.

Please do not hesitate to contact me 0419 433 154.

Regards,
Jenifer Klower