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|  | Jean Oweczkin |

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| **Professional Summary** | |  |  | | --- | --- | |  | An administration liaison considered a highly ambitious, goal-oriented individual, willing to meet & exceed expectations, a proficient problem-solver with intermediate to advanced Microsoft Office /Computer skills and a hardworking mentality. | |

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| **Skills** | |  |  |  |  | | --- | --- | --- | --- | |  | |  |  | | --- | --- | | * Face to Face Customer Service * Telecommunications Customer Service * Interpersonal and written communication * Filing & Record Management * Administrative Office Support * Complaint Handling * Data Entry * Diary Management * Travel & Event Management * H&S Reports Risk Assessments and Checklists * Floor Fire Warden * Team Leading | * Team liaison * Staff training & development * Time management & Self organisation * Self-motivated * Process document writing & implementation * Programs such as – TechOne, Xplan, Cherwell * Clerical support * Data management * Interpersonal and written communication * MS Office intermediate/ advanced experience | | |

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| **Work History** | |  |  | | --- | --- | |  | Business Support OfficeR /CORPORATE RECEPTIONIST  *11/2014 to 09/2019*  **QSUPER LTD - QINVEST LTD | Brisbane, QLD**   * Efficient reception management, general client email management, office support & coordinate office maintenance requests/business cards with corporate services. * XPlan diary management for Financial Advisers, document digitisation, file management for all QInvest offices, Contact centre/Adviser liaison, coordinating and lodging garaging forms for MEO team; distribution and reconciliation of cab vouchers within QIL, coordinate with external venues for regional advice appointment trips. * Assisting with new starter setup and coordination, issuing welcome packs and following up on access/system requirement requests, diary setup, desk allocation and people movement. * Reporting and dashboards for daily diary bookings, weekly diary booking errors, monthly debtors investigation and follow up, monthly no invoice report check, monthly Capacity exceeded report check. * Organising business unit Professional Development days; including travel, accommodation, catering and photography requirements. * Booking executive, general staff and external stakeholder travel when required. * Monitoring stationary supplies, adhoc orders; Product stocktake management at external storage centre and organising new printing items with marketing. * TechOne purchase order creation, receipting of business unit invoicing and monthly credit card reconciliation for leadership team. * Team member training and process document writing & updating for Advice Support. * Backup coverage some executive duties such as: client complaints monitor, VOC surveys reviews, Advice team site management in Share-point and updating/maintaining of floor plans, email distribution lists and organisation charts. |  |  |  | | --- | --- | |  | Collections Officer *09/2013 to 10/2014*  **GE MONEY | Buranda, QLD**   * Operate in a role requiring the ability to handle a variety of customer service and customer issues with expediency and empathy. * Proficient in telephone and computer navigation with a high-volume; first contact for dispute resolutions to prevent future dissatisfaction. |  |  |  | | --- | --- | |  | Premium Gaming Supervisor *01/2008 to 01/2013*  **TREASURY CASINO | Brisbane, QLD**   * This role required the ability to constantly multi task to adapt to maintaining a high level of customer service and associate issues with expedience and empathy. * Competence in day to day running/maintaining multiple VIP and general service areas, assessing and resolving customer complaints. * Monitoring and maintaining timely organisation of business and service areas including staff. * Consistently praised by management and peers for the quality, consistency and timeliness in completing my duties, attention to detail, exemplary customer service. |  |  |  | | --- | --- | |  | Team Leader / Switchboard / Front Desk *01/2004 to 01/2008*  **THE SEBEL SUITES | Brisbane, QLD**   * First point of contact for guests and visitors, responsible for daily banking, function coordinator, efficiently operated numerous service areas. * Simplified and streamlined training operations, liaising effectively between departments and providing informative staff briefings. * Monthly reporting, event and revenue forecasting, checking daily function figures, invoicing clients. * Inbound and Outbound calls, filing, charge backs, receiving and redirecting facsimiles Assisting with luggage and transport requirements, taking reservations; Responsible service of alcohol, running of shifts including; setup breakdowns and service required. |  |  |  | | --- | --- | |  |  | |

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| **Education** | | *01/2000 to 01/2003*  **TAFE NSW -KINGSWOOD CAMPUS AND MOUNT DRUITT CAMPUS**   * Hospitality management diploma, * Certificate 4 hospitality supervision, * Accommodation services, * Hospitality operations;   Incorporating the following areas: Responsible service of alcohol, Law and business relations, Workplace diversity, Health and Safety, Customer Service, Event management, Restaurant/Bar supervision. |
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