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|  | Jean Oweczkin |

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| **Professional Summary** |

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|  | 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** |

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| * 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** |

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|  | 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.
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|  | 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.
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|  | 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.
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|  | 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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