

Résumé of
Joe Blow

Personal Details

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Personal Overview

A competent, highly experienced and stable administrator, with experience gained from working in a variety of organisations, including retail, utilities, local and federal government.

Considered by others to be a self motivated, organised, trustworthy, energetic and consistent person who always takes the needs of others into account and works well as part of a small team.

Values integrity and honesty when dealing with others and strives to ensure excellent levels of customer service. Possesses well developed interpersonal and business communication skills and enjoys working in a people oriented environment.

Employment History Summary

• ABC Ltd	Position	2008 – Current
	Position	2006 - 2008
• XYZ	Position	1988 - 2006
• Local Council	Position	1977 - 1988
• Gas Company	Position	1976
• Freight Lines	Position	1975 - 1976
• ABC Stores	Position	1971 - 1973

Qualifications

Cert IV Training & Assessment	TAFE	2008
Advanced Certificate in MYOB	TAFE	2010

Computer Skills

MYOB	<i>Advanced</i>	QuickBooks	<i>Intermediate</i>
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Transferable Skills Summary

- Well-developed administration skills
- Customer reception and clerical duties
- Excellent computer literacy
- Proven skills in maintaining consistently high customer service standards
- Self motivated & a good team player
- Reliable and punctual, with an excellent work ethic
- Honesty and integrity beyond reproach
- Deals regularly with sensitive and confidential personal information
- Ability to prioritise, commence and complete tasks
- Mature work ethic, with the ability to take on new tasks and learn quickly
- Responsible and flexible, with a good ability to think outside the square

Employment History

ABC Ltd

December 2006 – Current

Retail Assistant/Customer Service

ABC is Australia's largest grocery retailer & this role has been a good fit for me since leaving XYZ in December 2006. Although only a short tenure, I have enjoyed being face-to-face with people.

Key Responsibilities:

- Ensure that the company's food preparation, presentation and customer service standards are consistently met
- Work as part of a small specialist team in food retail

XYZ

October 2005 – December 2006

Accountant

Key Responsibilities:

- Liaise with Agents and external parties
- Ensure the service standards were applied
- Identify and correct errors in returns and amend data/records accordingly

Achievements:

- Managed workload to ensure that all income tax amendments were correctly keyed by the appointed time to ensure clients received correct information
- Developed communications methods to ensure that requests received by tax agents were clearly understood so that amendments could be processed in a timely manner

XYZ

December 1996 – October 2005

Accounts Clerk

Key Responsibilities:

- Telephone and Counter based customer service enquiries
- Processing of refund and undertaking adjustments and corrections
- Maintain accurate customer records and data entry
- Assist with payment arrangements & enforcements

Achievements:

- Regularly achieved successful outcomes for both client and the ATO and followed through to ensure that payment arrangements were met
- Fostered a 'sharing of knowledge' amongst the team to assist my colleagues in coming up speed with changes to procedures and business processes

XYQ

January 1991 – December 1996

Administration

Key Responsibilities:

- Customer service and general enquiries
- Provide general admin support to a small team
- Maintain the CSA customer accounts systems

Achievements:

- Ensured that regular monthly balancing and account reconciliation occurred to exceed the minimum accounting standards
- Met or exceeded established deadlines for the processing of employee deductions for the payment of payments that were due

**XYZ
Trainee**

November 1988 – January 1991

Key Responsibilities:

- Check invoices for accuracy and process payments
- Manage staff travel and advances
- Maintain, mark and search for customer files
- Provide admin support to the training unit
- Ensure accuracy of creditor records and staff training files

Achievements:

- Ensured that advanced made to employees and travel bookings were always made well in advance of the required time frame
- Developed a process to ensure that meeting rooms were always correctly booked and prepared for use by internal and external trainers

**Local Council
Clerical Officer, Parks Department**

June 1979 – November 1988

Key Responsibilities:

- Manage customer enquiries for park bookings and seasonal community use
- Prepare bookings and respond to users issues and questions
- Processing security deposits and manage user's refunds
- Maintain accurate customer records
- Provide admin support to senior staff and technical officers

Other Employment:

**Gas Company (clerical)
Freight Lines (general office)
ABC Stores (clerical)**

**Oct - Dec 1976
May 1975 – October 1976
December 1971 – August 1973**

Interests & Hobbies

- Helping People and undertaking voluntary work
- Gardening
- Reading
- Walking
- Family Activities

Referees

Names and contact details of relevant referees will be happily provided on request.

What some referees have said about me:

*"Joe was a great team member who had a well developed work ethic. We know we could rely on him to get the job done."***Mary Jane Jones, Operations Manager, ABC Co**