

WORK EXPERIENCE

AUG 2020 -
PRESENT

Bega Cheese B2B Customer Resolution Consultant

Bega Cheese is a manufacturing company producing various dairy consumer products under brands such as Dairy Farmers, Big M, and Farmers Union.

Responsibilities and achievements

- Communicating and effectively building rapport with Internal and External Stakeholders.
- Implementing solutions with the Credit and Sales Team to reduce resolution time for external stakeholders.
- Reduced internal keying errors by 20% in 2022 by conducting a feedback tracker in Excel Cloud that increased customer satisfaction by 10%.
- Achieved 100% accuracy in recording customer complaints and feedback in 2022 by using SAP and CRM Cloud.
- Developed an internal resource handbook for email interactions in CRM.

SEP 2017 -
MARCH 2020

Rooftop Bar and Cinema Bartender

Rooftop Bar and Cinema is Melbourne's first Rooftop Bar that is located in the heart of the city. The venue is well known for its establishment and summer cinema nights.

Responsibilities and achievements

- Improved overall customer satisfaction by building rapport and taking their feedback to better curate the bar service.
- Reduced fruit waste by 20% in 2019 by developing signature cocktails and syrups that were used in the kitchen.
- Collaborated with the Rooftop Cinema team to resolve complex customer complaints.
- Developed a workflow that designated day-shift staff for bar preparation that reduced customer wait times for drinks.

CAREER SUMMARY

Recently completed UX and UI design course at RMIT with a strong background in customer service and marketing. Skilled in User Research, Wireframing, and Prototyping.

Proven ability to identify and understand customer needs that have developed through my experiences in the hospitality industry.

Strong problem-solving and communication skills with an ability to work collaboratively in a team environment. Focused and excited to learn and grow in the field of UX and UI Design.

EDUCATION & QUALIFICATIONS

RMIT University
Bachelors Degree of Marketing
2015

PROFESSIONAL DEVELOPMENT

RMIT University
UI Design Short Course
Aug 2022
Final Project: [Zoomies Dog Walking App](#)

RMIT University
UX Design Short Course
July 2022
Final Project: [Discogs - Crate Hub Feature](#)

RMIT University
Website Design Short Course
March 2016

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Carlton, Victoria



UX and UI Design

WORK EXPERIENCE

JUNE 2016 -
SEP 2017

Smart Group Marketing and Sales Support Officer

Smart Group is a Marketing and Sales company that supports brands such as Telstra and Simply Energy.

Responsibilities and achievements

- Collaborated with Customer Service and the Sales team to identify customer needs and develop proposals.
- Administered marketing strategies, and operational objectives by using CRM Cloud.
- Improved overall customer loyalty by actively reaching out to customers via phone and email to resolve inquiries and explaining product performance.
- Achieved a 20% increase in customer retention by developing a campaign directed to the long-term customers.

FEB 2015 -
SEP 2015

Gordian Global Solutions Digital Marketing Intern

Gordian Global Solution team is focused in providing solution design and organisational development to other brands. They have worked with ANZ, NAB and Telstra.

Responsibilities and achievements

- Assisted the Communication manager with creating briefs for active campaigns.
- Collaborated with other interns to do market research in finding problems and competitor analysis.
- Proofread and updated blog posts.
- Created and presented the final research project.

SKILLS

- User Research
- Wireframe
- Prototype
- Usability Tests
- Active Listen and Empathy
- Systematic Thinking
- Communication

TOOLS

- Figma
- Square Space
- Miro
- Slack
- Canva
- Microsoft Suite
- Notion

PROFESSIONAL REFERENCES

Reference 1

Madison Kropman
Bega Dairy & Drinks
Customer Resolutions Senior
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Reference 2

Alessandra Peach
Rooftop Bar and Cinema
Venue Manger
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