
PROFESSIONAL SUMMARY

Customer Service professional with ten years experience in sales, technical service, customer service, information and communication technology knowledge. Highly skilled in interpersonal, negotiation, written and oral communication skills.

EXPERIENCE

Queensland Health

Spring Hill, QLD

Customer Engagement Officer

Aug 2008 – Current

- Liaison between the Information Division and its customers who range from policy officers through to clinicians in hospitals.
- Navigating customers through the processes within Queensland Health and Information Division to ensure they are able to achieve their business goals.
- Working with clients to deliver critical Information Systems in Queensland including a Perinatal Clinical Information System and an Integrated Mental Health Data Repository.
- Presentations made and created to a range of audiences from clinicians to management.
- Providing excellent customer service through the efficient handling of escalations from clinicians, district IT and management issues.

Queensland Transport

Spring Hill, QLD

A/Assistant Business Relations Manager

Feb 2007 – Aug 2008

- Made presentations to management on upcoming projects and proposals.
- Assisted newly hired Business Relations Managers and the Manager (Business Relations) through my technical knowledge and procedures of Queensland Transport.
- Delivered 2 years in a row, a wireless and problem-free solution for the Queensland Transport Royal Brisbane Exhibition stand.
- Wrote jargon-free documentation and captured customer intelligence ensuring that all members of my team were up to date on any related issues.
- “**Executive Director’s Award for Service Excellence**” in July 2007 for the relocation of 400 computers to a new building.
- Building of customer relationships through regular customer newsletters targeting 7 divisions across Queensland Transport.
- Provided ICT advice and support for the Transport Minister during the Estimates hearings in July 2007.

Fone Zone Pty Ltd

Bowen Hills, QLD

Team Leader/Dialer Administrator

Oct 2006 – Feb 2007

- Setup of a startup outbound sales contact centre which also included being the Dialer Administrator and onsite support for ICT related issues.
- Wrote jargon-free online help documentation which increased sales calls by 20 percent.

- Managed the Dialer-on-Demand system which resulted in 50 percent more calls served to Customer Service Officers.
- Made and implemented recommendations to the National Sales Manager on how to best maximise efficiency and productivity utilising the dialer system.

Queensland Transport

Spring Hill, QLD

Business Systems Officer

Feb 2006 – Oct 2006

- Provided telephone and onsite support for 7000 customers in Queensland Transport spread across the state.
- Had the highest individual amount of calls taken and resolution of customer issues resulting in contribution to organisation meeting Service Level Agreements
- Wrote jargon-free documentation for training purposes and reduced follow up customer support calls by 20 percent.
- As acting Advisor (Business Systems), implemented processes and concepts to the organisation resulting in reduction of average wait time from 150 seconds to under 90 seconds.

AAPT Limited

Robina, QLD

Customer Service Team Manager

Jul 2005 – Feb 2006

- Successfully coached, mentored and trained new Customer Service Consultants resulting in the highest performing team in the department.
- **“Most Valued Team Manager”** award for December 2005.
- Lowest attrition rate in the department of 1, under the department target of 5 per team.
- Increased Save referrals by 300 percent for Robina contact centre resulting in reduction of customers churning from AAPT.

AAPT Limited

Robina, QLD

Customer Service Consultant

Oct 2004 – Jun 2005

- Provided technical support for a customer base of 100,000 throughout Australia.
- Wrote training documentation which reduced recurring calls by customers by 10 percent.
- RIPPLE Award winner for **“Energetic”** for January 2005.
- Multiple Customer Survey satisfaction compliments
- Highest performing technical consultant with lowest average wait time in department.
- **“Save Referral of the Month”** award for June 2005 for the most amount of save referrals in a month.
- **“Call Quality Customer Service of the month”** award for April 2005 for providing the best customer service in the organisation.
- **“Being Your Best”** award nomination for October 2004.

EDUCATION

Queensland University of Technology, 2004
Brisbane, Queensland
Bachelor of Information Technology (E-Commerce)

ITIL v3 Foundations Certificate, 2008
PRINCE 2 Foundations Certificate, 2008