

PAGE SMITH

SENIOR ADMINISTRATIVE PROFESSIONAL

CONTACT



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113 Garden Ave
Big City NSW 0000

KEY SKILLS

- ✓ Executive Support
- ✓ General Administration
- ✓ Leadership
- ✓ Customer Service
- ✓ Database Management
- ✓ Technology Savvy
- ✓ Correspondence
- ✓ Time Management
- ✓ OH&S
- ✓ Telephone Service
- ✓ Reception
- ✓ Data Entry
- ✓ Service Excellence
- ✓ Word Processing
- ✓ Diary Management
- ✓ Travel Arrangements
- ✓ File Maintenance
- ✓ Compliance

TECHNICAL SKILLS

- ✓ Microsoft Office Suite
- ✓ SIEBEL
- ✓ GLS
- ✓ TRIM
- ✓ MYOB
- ✓ Immigration Software
- ✓ Warehousing Software

LANGUAGE

Arabic | Translation Skills

ADMINISTRATIVE SUPPORT | SERVICE FOCUS | EXECUTIVE SUPPORT

Adaptable administrative professional with over ten years' experience providing high level administrative assistance and client support in diverse, complex and confidential environments including the public service. Maintains high standards of personal presentation and professional conduct. Meets productivity standards, deadlines, and work schedules. Excels in roles with high level of client interaction, committed to helping others and delivering positive outcomes. Communicates with confidence and influence to provide information and authoritative advice. Creates a positive work environment and promotes organisational goals and mission.

COMPETENCIES

- ✓ **Service Excellence;** delivers client satisfaction while also achieving agreed service targets. Constantly looks for continuous improvement opportunities and ways to innovate and encourages others to do the same.
- ✓ **Self-Management & Professionalism;** with a principled and professional approach, plans, prioritises and manages skills and knowledge development to achieve targets. Completes high volumes of work, keeping a rapid pace without sacrificing accuracy.
- ✓ **Precise Written Communication;** accurately produces written correspondence and documentation with clear, factual and pertinent information based on knowledge, research and analysis.
- ✓ **Confident Verbal Communication;** provides appropriately adjusted and clear information and explanations to a range of clients, deals with challenging behaviour firmly but politely.
- ✓ **Interpersonal Skills;** builds effective rapport with clients to gather information and develop persuasive arguments based on facts to gain agreement while maintaining harmonious dealings.
- ✓ **Problem Solving;** solves problems based on operational knowledge and experience, scanning for useful information, looking for underlying causes, and suggesting alternative actions.
- ✓ **Leadership;** promotes team goals, gives constructive feedback, shares knowledge, and leads by example. Creates a positive work environment where all staff are motivated to do their best.

CAREER SUMMARY

Service Centre Officer; NSW Government, Nov 2015 – Current

Supervisor (Short-term Assignments); IGA (Family Business), 2000 – Current

Senior Personal Assistant; Department of Housing NSW, Jul 2014 – Jan 2015

Administrative Support Assignments; Recruitment, Oct 2012 – Jul 2014

NSW AM Dispatcher; ABC Company, Nov 2011 – Oct 2012

Personal Assistant; 123 Company, Jun 2010 – Oct 2011

Project Manager Administrator; Big Sky Pty Ltd, Jan 2010 – May 2010

Administrator; Department of Immigration, Mar 2008 – Nov 2010

PROFESSIONAL EXPERIENCE

Service Centre Officer

NSW Government | Nov 2015 – Current

Assessed patient claims to determine reimbursement of travel and accommodation expenses for approved specialist treatment. Produced patient correspondence. Provided high level customer service to internal and external customers. General administration support provided.

Key Achievements:

- ✓ **Managed time, priorities, and resources to process 20+ claims daily;** focused time and effort on key tasks. Easily transitioned between tasks, showed flexibility to changing priorities, and refocused effortlessly when interrupted.
- ✓ **Tactfully approached sensitive health issues and showed respect for confidentiality;** diplomatically broached sensitive subjects. Reported to Team Leader any issues, privacy or confidentiality concerns. Adhered to a set of core values in decisions and actions.
- ✓ **Demonstrated sound decision making and judgment in assessing claims;** gained supervisor support for approval of single parent's travel expenses for travel back and forth between hospitalised child and other children. Found a solution that took into consideration facts and goals of the department.

Key Contributions:

- ✓ **Used mathematical techniques to calculate data and reimbursements;** performed calculations of distance travelled and reimbursements. Checked work to ensure accuracy and completeness.
- ✓ **Maintained patient information in databases;** updated and maintained records accurately in database, Entered correct coding, and all essential information.
- ✓ **Contributed to productive working relationships and outcomes;** cooperated effectively within team environment to achieve work plan and goals. Helped teammates who needed or asked for support.
- ✓ **Worked with autonomy under broad direction;** resolved issues and delivered quality outcomes. Made balanced decisions using professional judgement and being sensitive to the context.

Supermarket Supervisor

IGA (Family Business), 2000 – Current

In absence of Store Manager, have stepped in to provide leadership to staff and manage supermarket operations. Managed team of five staff, allocated work rosters and duties. Responded to customer requests. Worked as a team member in high volume work environment. Maintained the store to ensure clean, safe and appealing.

Key Achievements:

- ✓ **Delivered strong leadership and commitment to quality;** set high standards regarding the quality of service and led by example to drive performance in team.
- ✓ **Managed accounts and product ordering;** responsible for \$25k cigarette order and \$10k grocery order. Ensured accuracy and strategic selection.
- ✓ **Worked cooperatively and collaboratively with others;** showed commitment to team goals, shared information and encouraged others to do the same. Showed accountability to the team.
- ✓ **Delivered customer service focus;** assisted customers courteously, resolved complaints and maintained service quality despite time constraints.
- ✓ **Maintained store visual merchandising displays;** ensured store kept tidy and inviting for customers and successfully promoted store promotions and specials.