

ELEANOR SAMPLE

Marrickville, NSW 2204

Mobile: 0400 000 000

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Personal details

Brief description of your key skills and experience, followed by what kind of employment opportunity you are seeking. For example:

I am an experienced, detail-oriented banking and customer service professional seeking an opportunity to expand my skillset and be part of a team that supports company growth.

Skills summary

Customer service skills

- Energetic, flexible and enthusiastic
- Skilled in handling customer complaints and building rapport
- Consistently achieves KPIs

Communication skills

- Strong verbal communication skills demonstrated in fast-paced customer service environment
- Personable and professional manner during challenging conversations
- Clear, concise writing style with strong attention to detail

Organisational skills

- Demonstrated experience supervising and training staff
- Proficient in multitasking and meeting deadlines
- Strong planning and scheduling skills to meet deadlines

IT skills

- Proficient in using Microsoft Office Suite, Zoom and Salesforce
- Efficient at quickly finding and sorting online information

Education

- | | | |
|--|-------------------------|------|
| • Certificate IV in Financial Services | TAFE NSW | 2022 |
| • Bachelor of Commerce | University of Melbourne | 2007 |

Checks and certifications

- | | | |
|-------------------------------|--------------------|---------------------------|
| • National Police Check | Service NSW | Valid to 31 July 2023 |
| • HLTAID011 Provide First Aid | St Johns Ambulance | Valid to 22 February 2024 |
| • Mental Health First Aid | Red Cross | Valid to 27 August 2025 |
| • NSW driver licence | Service NSW | Valid to 03 May 2028 |

Employment

Casual Administrative Assistant
Guaranteed Financial Services Ltd
Annandale, NSW

June 2020 to present

- Responding to customer service inquiries and complaints
- Monitoring correspondence and filing paperwork
- Maintaining and distributing meeting papers

**Full time carer to partner living with Multiple Sclerosis
Marrickville, NSW**

April 2016 to present

- Maintaining regular communication with service providers and support workers
- Providing, planning and prioritising legal, financial and nutritional needs
- Coordination and delivery of personal care support

**Senior Customer Services Representative
First Sydney Bank
Chippendale, NSW**

July 2012 to April 2016

- Coordinating and delivering customer support
- Developing and maintaining client relationships
- Supervision and training of junior team members
- Team reporting and record keeping
- Management of complaints and complex inquiries

**Customer Services Representative
Elevated Banking Ltd
Gladesville, NSW**

July 2012 to April 2016

- Answering phone calls and greet visitors
- Collecting and recording customer information
- Liaising between banking personnel and customers
- Responding to customer inquiries
- Supporting customers to open online accounts and perform online transactions

**Commerce Graduate
Reliable Energy Australia
Hawthorn, VIC**

February 2007 to January 2009

- Recording and filing transaction information
- Data collection and analysis
- Responding to customer inquiries

Volunteering

**Secretary, P&C Association
Marrickville Grammar School**

2018 to present

- Minute taking
- Correspondence
- Membership and stakeholder engagement

**Volunteer, Street Kitchen
Generous Hearts Community Association**

2018 to present

- Food and equipment purchasing
- Record keeping and filing

Interests

- Volunteering in the community
- Listening to music
- Reading science fiction
- Maintaining physical fitness through outdoor activities

Referees

Available on Request