

Katrina Richards

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PERSONAL SUMMARY

An adaptable and enthusiastic Customer Service Officer (CSO) with a passion for a career in administration and accounting. Well-organised and proactive in providing timely, efficient and support to the office manager and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a 'can do attitude' and willingness to take on routine but essential tasks and looking to develop a career with a leading company.

HIGHLIGHTS

- MS Word and Excel
- SAP/Units
- Finance One
- MYOB
- Fast Track
- Trim
- SharePoint
- GenTrack
- PeopleSoft
- Track About
- Laserfiche
- Email Management
- Outstanding customer service
- Multi-line phone operation proficiency
- Exceptional workflow management
- Talented client relations
- Executes strong problem solving
- Accomplished time management
- Developed business correspondence
- Filing and data archiving
- BPoint payment processing
- Social Media posts using Canva

WORK EXPERIENCE

Supagas

Customer Service Officer / Launceston / 21st April 2018 – 25th April 2019
(12-month Contract)

- Superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Scheduled weekly inventory pickups and deliveries with customers.
- Delivered and explained new customer accounts.
- Set up drafts and processed immediate payments.
- Provided exceptional customer service on all calls while maintaining a calm and professional demeanour in challenging circumstances.
- Accomplished a high volume of calls to meet demands.
- Followed up with customers to collect information and verify details.
- Accessed credit records to evaluate customer histories and processing payments.
- Collected and arranged information and entered details into the computer database.
- Contacted customers to collect outstanding payments via one-time or negotiated instalment methods.

Department of Primary Industries, Parks, Wildlife and Environment - Fruit Fly Incursion
Accommodation and Travel Coordinator / Launceston / 31st January 2018 to 20th April
2018(3-month contract)

- Arranging travel via Car Hire and Flights for field staff despatched to Devonport, George Town and Launceston from other government departments.
- Booking accommodation for field staff.
- Managing the logistics email inbox (over 100 daily emails).
- Preparing packs for Joining Instructions to be sent to field staff.
- Management of several excel spreadsheets for the SCC office.

Tasmania Institute of Sport (2-month contract)
Receptionist / Launceston / 8th November 2017 to 30th January 2018

- Managed office supplies.
- Directed guests and routed deliveries and courier services.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Coordinate schedule and arrange meetings and travel calendars, including business and social events.

Intertek
Branch Office Administrator / Western Junction / 20th April 2015 to 7th November 2017

- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Solved unresolved customer issues.
- Processing Timesheet for processing by payroll.
- Booking training and scanning licences and qualifications for Audits.
- Promptly responded to inquiries and requests from prospective customers.
- Effective liaison between customers and internal departments.
- Maintained accurate records when processing invoices and management of past due to customer account activity.
- Managed workflow to exceed quality service goals when producing technical reports.

Hays Recruitment

Administration Support Officer / Launceston / February 2010 to April 2015

Contracted to: *TasGas X2, Department of Tas Racing, Legal Aid Commission, Guardaway, JLH Auto Repairs, Capital Insurance, Marsh Insurance, Launceston Chamber of Commerce, Jackson Automotive, C & I Transport and Zinfra*

- Booking training and scanning licences and qualifications for Audits.
- Directed guests and routed deliveries and courier services.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Greet numerous visitors, including VIP and interview candidates.
- Coded and obtained signatures for financial documents before processing.
- Coordinated board and committee meetings, including schedules and information preparation and distribution
- Arranged domestic and international travel arrangements including booking airfares, hotel and transportation.
- Handled sensitive documents with complete confidentiality.

CMA Recycling

Business Support Officer & PA / Launceston / March 2011 to December 2012

- Support the Branch Manager with daily operational functions.
- Processing Timesheet for processing by payroll.
- Booking training and scanning licences and qualifications for Audits.
- Analysed branch documents for appropriate processing and filing.
- Managed office supplies.
- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Greeted numerous visitors, including VIP and interview candidates.
- Coordinated board and committee meetings, including schedules and information preparation and distribution

Department of Finance, Liquor and Gaming

Administration Officer/Client Service Officer / Launceston / March 2006 to March 2011

- Processed applications for liquor permits, out of hour permits and liquor licenses.
- Management of new liquor applications to be heard by the licensing board.
- Setting the agenda for the licensing board hearings.
- Participated in a particular project – transfer of all paper records into SharePoint.
- Sole responsible on a particular project – re-issuing of all liquor licenses after a change of Commissioner.
- Obtained documents, clearance, certificates and approvals from local and state government agencies.
- Handled sensitive documents with complete confidentiality.

- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Greeted numerous visitors, including VIP's and interview candidates
- Maintained a clean reception area including associated areas.
- Coordinate schedule and arrange meetings and travel calendars, including business and social events.
- Coordinated board and committee meetings, including schedules and information preparation and distribution

EDUCATION

Introduction to Business Ownership	Udemy	2018
Online Marketing Fundamentals	Google	2018
Fire Warden	Tasmanian Fire Service	2017
MYOB	TAFE Tasmania	2015
Professional Telephone Techniques	NDA Tasmania	2014
Responsible Serving of Alcohol	Frankly Scholar	2009
Advanced Excel	NDA Tasmania	2007
Advanced Word	NDA Tasmania	2007
Business Administration	Tafe NSW OTEN	2006
Finance Services	Tafe NSW OTEN	2004
Aussie Host	Tafe NSW	2001
Certificate 2 In Small Business	Competency Based Trainers	1998
Advanced Medical Reception	Total Training Services	1997
Medical Terminology	TAFE Tasmania	1996

REFERENCES

SupaGas, Jason Tritton, Branch Manager, Ph 03 6391 9242

Intertek, Alastair Lippis, Branch Manager, Ph. 03 6391 8801

Hays Recruitment, James Ower, HR Manager, Ph. 03 6333 9400