

Katrina Richards

Contact Details

Phone: 0400 882 130

YOUR ADMINISTRATION SPECIALIST Email: katrina.richards7250@gmail.com

Providing the following services

General Admin	Record Management
Business Letters	Spreadsheet Creation
Data Entry	Customer Service
Invitations	Calendar Management and scheduling of staff
Flyers	Email Management
Minute Taking	Travel research and booking of flights
Proofreading	and accommodation
Technical Writing	Web Page Design
Reports	Social Media with Facebook
Education/Training Guides	LinkedIn Profiles
Newsletters Design	Resumes and Cover Letters

Software Experience

Microsoft Word	Trim
Microsoft Excel	GenTrack
SharePoint	PeopleSoft
MYOB	Track A-Bout
Finance One	Lasherfiche
Sap	Canva
Fast Track	Citrus

Workplace Experience

Supagas Australia

Customer Service Officer

- 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.
- 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

- Arranging travel via Car Hire and Flights.
- 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

Receptionist

- 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

- 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.
- Processing invoices and management of past due to customer account activity.
- Managed workflow to exceed quality service goals when producing technical reports.

EDUCATION

Induction to Business Ownership / Udemy / 2018
Online Marketing Fundamentals / Google / 2018
MYOB / TAFE Tasmania / 2015
Professional Telephone Techniques / NDA Tasmania / 2014
Advanced Excel / NDA Tasmania / 2007
Advanced Word / NDA Tasmania / 2007
Business Administration / TAFE NSW OTEN / 2006
Finance Services / TAFE NSW OTEN / 2004
Aussie Host / Launceston Chamber of Commerce / 2001
Certificate 2 In Small Business / Competency Based Trainers / 1998
Advanced Medical Reception / Total Training Services / 1997

TESTIMONIALS

"I would like to thank Katrina so much.
Did a fantastic job, can't thank you enough.
Highly Recommended"
WENDY OLDHAM

"I have used Katrina services for resume writing and also Job applications especially ones with specific criteria questions. I have always found her to be pleasant to work with. She always completes on time and has a good follow up service too. Hopefully, I will get a job soon from her great work."
FIONA PERKINS

"I would like to highly recommend Katrina Richards having recently had some personal documents completed by Katrina, all my emails and requests were responded to promptly and the work was completed to professional standard. I would not hesitate to recommend Katrina to anyone requiring a resume and or cover letter."
KATHERINE ELLERY

"Katrina is so lovely and professional for what she does. She has helped me with business queries regarding bookkeeping. She is down to earth and I highly recommend her service. She delivers in a timely manner and continues to support you regardless. I have seen the work she has done and all I can say is, you won't regret it."
JOANNE REALE / VIRTUAL ASSISTANT / EASTERN TYPING PLUS

"Amazing service Kat. Kat is so lovely and reached out to me on Facebook on a business group and helped me out so much with my resume and cover letter!! Cannot thank her enough for all her help!!"
JASMINE AIREY