

Apartment 2/36 Grisham Place
Perth WA 6906
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JESSICA BENNETT

CAREER OBJECTIVE

I am a highly capable and award-winning administration manager with a passion for improving service provision and ensuring smooth running of business at all levels.

KEY SKILLS

- Certificate III in Business Administration 2013
- Excel Dynamic Web Training 2011
- Proficient with all MS Office and Google document programs
- Experienced with budgeting program BudgetME and Slash Cost
- Knowledge of CRM systems such as SAP, Salesforce and Freshdesk

WORK EXPERIENCE

Office Manager

Jeffers Recruitment Plus

2015 – current | Perth, Australia

At Jeffers I work to minimise costs of running a national recruitment firm and ensure efficient processes are always employed for administrative tasks and functions.

- Responsible for managing two administration assistants
- Lead planning process for both individual team and organisation-wide events
- Create reports on executive meetings, generating minutes and recommendations for future meetings
- Liaise with Office Centrics to secure competitive prices for all office supplies
- Successful in transitioning all meeting scheduling processes to online systems, making Jeffers a finalist in the 2016 Green Team Australia Awards.

Inbound Customer Engagement Representative

The Daily Employer

2012 – 2014 | Fremantle, Australia

While working at Australia's top employment service The Daily Employer, I was a leader in the business for product knowledge and information sharing.

- Learned comprehensive details of over 200 product offerings
- Decreased average call resolution time by 9%
- Assisted in training other team members and new staff
- Awarded the Customer Champion Award for resolving 1000 phone queries in a single month with 100% positive feedback

Administrative Assistant

Sulleys City Council

2011 – 2012 | Perth, Australia

I worked with Sulleys City Council to share knowledge, provide services, and manage feedback constructively for a large and diverse council in Perth city.

- Answered calls and queries relating to Council services
- Efficiently provided meeting attendees and council guests with relevant parking permits and entry cards
- Assisted in gathering and responding to all feedback forms in a timely manner
- Distributed posters and pamphlets relating to changes in service offerings and schedules

EDUCATION

Certificate III in Business Administration

Online Universities

2012

Bachelor of Arts

Curtin University

2008 – 2010

REFERENCES: Available upon request