

Resume of Mirella Muscara



South Australia, Australia



Available upon request



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Personal Statement

I am a professional and well-mannered individual with excellent communication skills who upholds values and business ethics. I am honest and reliable with great organization and prioritization skills. I am self-motivated and focused with attention to detail; qualities necessary in meeting deadlines and delivering accuracy. As an outcome of my working career, academic and personal development, I have refined a diverse set of skills, attributes, and knowledge with the objective of utilizing them to offer my services to the utmost of my capabilities in supporting your work ethos.

Experience

Positions held throughout my professional career:

- Small Business Owner
- Receptionist
- Office Coordinator
- Team Leader
- Fill-in Supervisor
- Manager
- Customer Service Agent
- Personal Assistant
- Accounts Receivable

Education

Through study I have obtained:

- Cert IV in Clerical and Office Studies
- Diploma of Business (Front-Line Management) BSB51004
- Cert III in Information Technology

Through professional development I have obtained certificates in:

- fundamentals of marketing (part of cert IV)
- Australasian fire and safety
- Microsoft excel - intermediate
- Mindfulness
- EEO & Diversity training
- Risk areas of the AQTF (Australian Quality Training Framework) 2007
- Risk management for RTO's (Registered Training Organizations)
- DIAC (Department of Immigration and Citizenship) & compliance by international students on student Visas



Professional Skills and Attributes

Administrative

- Professional and confident telephone and e mail manner
- Maintaining and updating filing systems, both electronic and hard copy
- Data entry
- Touch typing (60wpm at 99% accuracy)
- Maintaining and updating Data Management Systems
- Generating and presenting reports
- Use of office equipment
- Creating and disseminating documents/reports/manifests/procedures etc.
- Processing internal and external mail
- Customer service
- Receipting and banking

Computer

- Microsoft Office Word 95, XP, 2000,2010,2016, 365
- Microsoft Office Excel 5.0, 2000 XP, 2010,2016, 365
- Microsoft Office Publisher 2000, 2003, 2010, 2016, 365
- Microsoft Office PowerPoint 2000, 2003, 2010, 2016, 365
- Adobe Acrobat
- Internet explorer/google
- Outlook express/ e mail
- Touch typing speed of 60 words per minute at 99% accuracy
- Exceptional numeric keypad skills (touch typing)
- Data management systems:
 - AS400
 - Portfolio
 - PRISMS
 - Mywisenet
 - ACT! And Webprospects



YEAR 2017 -2021

Heavenly Sent Babies

Owner and operator

Skill set required for this position

- Organization skills
- Exceptional customer service skills
- Computer literacy skills
- Attention to detail and accuracy skills
- Time management skills
- Creativity skills
- Motivation and determination skills
- Microsoft office experience
- Understanding and use of Social Media Management

Duties required for this position

- DIY Website
- Maintaining and updating online store
- Stock ordering
- Checking stock against an order
- Updating stock online (data entry)
- Stock take
- Website Copy
- Stock photography and video
- Social media posting (content, photography, video & copy)
- Photograph and video edits
- Marketing emails
- DIY website development and maintenance
- Preparing stock orders for shipping
- Delivering orders
- Liaising closely with customers
- Basic book keeping



YEAR: 2011-2012

NEAMI National

Office Support

Skill set required for this position

- Organizational skills
- Time management
- Diary management
- Numeracy and computer literacy
- Initiative
- Multi-tasking abilities
- Prioritization skills
- Problem solving skills
- Communication skills
- Microsoft Office experience

Duties required for this position

- Petty cash
- Invoicing
- Office stationery inventory
- Reports
- Research
- General office duties (printing, answering phones, scanning, photocopying, laminating)
- Diary management
- Incoming/outgoing calls
- Assistant to service manager/PA duties
- Mail & post
- Updating and maintaining records and registers
- Minutes/agenda of meetings
- Maintaining network drive
- New staff checklist and document preparation
- Organizing catering for office meetings
- Maintenance of resource library
- Maintenance of vehicle fleet
- Creating and updating office procedures

YEAR: 2010-2011

CCIASA (Caravan & Camping
Industries Association of SA)

Project Assistant

Skill set required for this position

- Advanced computer literacy
- Planning and organizational skills
- Ability to meet deadlines and timeframes
- Written and oral communication skills
- Attention to detail and accuracy skills
- Administrative skills
- Microsoft Office experience

Duties required for this position

- Updating and management of CCIASA Content Management System
- Tracking changes and trends on the CCIASA website
- Tracking changes and trends on the "Taking Timeout" website
- Tracking and responding to CCIASA website magazine orders
- Managing the data management system
- Data Entry
- Proofreading
- Developing and testing electronic forms
- Mapping electronic forms ACT! Via Webprospect (an ACT! Plugin)
- Answering phone enquiries and greeting customers/clients
- Basic administrative duties, (printing, photocopying, filing, mail etc.)
- Assisting in the development and planning of the Caravan and Camping shows:
 - Creating venue agreements
 - Liaising with exhibitors and venue personnel
 - Creation and dissemination of show exhibitor booklets and documents
 - Following up on show related forms and outstanding payments
 - Booking relevant exhibitor orders (marquee's, trestle tables, chairs, etc.)
 - Proof reading show material

YEAR: 2008-2010

APIC (Adelaide Pacific
International College)

Admissions and
Administration Manager
(reporting to CEO &
Managing Director)

Skill set required for this position

- Management and leadership ability
- Operations ability
- Staff management & training skills
- Problem solving and pre-emptive skills
- Attention to detail
- Analytical skills
- Exercising initiative
- Exceptional communication skills
- Organizational and prioritization skills
- Planning and implementation skills
- Reporting and monitoring skills
- Time management skills
- Diary management skills
- Advanced computer and Microsoft office suit experience

Duties required for this position

- Procedure implementation, facilitation, and adherence
- Taking part in the Compliance Forum Leadership Group
- Understanding and adhering to the ESOS Act, National Code of Practice 2007 Act and AQTF standards
- Recruitment and enrolment of students
- Management and maintenance of student files
- Administrative procedures relating to student enrolments
- Overseeing student attendance
- Overseeing student ID cards
- Coordination of ELICOS – English Language Intensive Course for Overseas Students (indicative of course entry requirements)
- Data Entry (Student and agent details)
- Creating and generating company documents relating to student admissions
- Communicating with DIAC via PRISMS (data management system)
- Monitoring and maintain admissions database - PRISMS, My Wisenet and ACCESS
- Granting and monitoring of student deferments
- Coordination of orientation day
- Following up student VISA granted non arrivals
- Contracting and liaising with Education Agencies
- Management of Education Agent contracts and files
- Monitoring Education Agent progress



YEAR: 2008-2010

APIC (Adelaide Pacific
International College)

Admissions and
Administration Manager
(reporting to CEO &
Managing Director)

Duties required for this position continued...

- Generating, monitoring and analysis of reports
- Generating reports for CEO and Managing Director
- Maintenance and management of the record room
- Updating documentation as necessary with the implementation or change of procedure
- Preparing agenda and minutes of meeting
- Creation and preparation of the APIC student newsletter
- Creating copy/text for marketing material
- Proof reading marketing material
- Approving layout of marketing material
- Assisting CEO and Managing Director/PA duties



YEAR: 2007-2008

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Accounts receivable/
Customer Service Agent

Skill set required for this position

- Exceptional communication Skills
- Problem solving skills
- Analytical and judgment skills
- Numerical literacy
- Accuracy and attention to detail
- Decision making abilities
- Working in a multi-disciplinary team
- Working autonomously
- Strict time management
- Excellent selling skills
- Diary management

Duties required for this position

- Accounts receivable
- Receipting and banking
- Raising Invoices
- Printing debtor reports
- Sending debtor statements
- Utilization of accounts database
- Following up overdue accounts
- Customer service
- Reservations
- Switchboard
- Qualify incoming calls
- Using in house computer data management system (portfolio)
- Checking in/out process of customers
- Working shifts autonomously

YEAR: 2006-2007

Zamels/The Jewellery
Group Pty Ltd

Promotions Coordinator

Skill set required for this position

- Coordination and Prioritization skills
- Organization and planning skills
- Diary and time management
- Ability to meet deadlines and timeframes
- Ability to work well under pressure
- Multi-tasking skills
- Attention to detail
- Computer Literacy
- Highly developed communication skills
- Working in a multidisciplinary team
- Working autonomously
- Problem solving abilities

Duties required for this position

- Write copy for, proofread, and approve promotional material (catalogues, TV & radio scripts, Point of sale material, tickets, and website layout)
- Checking and confirming promotional stock orders
- Preparation of promotional documents
- Creation, preparation, and dissemination of store promotional manifests and material
- Coordination of promotional stock
- Coordination of instore promotions
- Coordination of charity support fundraising
- Source and arrange stock samples for photography
- Check purchase order against photographed stock
- Coordination of stock take
- Printing reports
- Analysis, summary, and publishing final figures to stakeholders
- Liaising with other departments, management, and stakeholders
- Maintaining VIP database
- Maintaining daily running figures via spreadsheet
- Answering store enquires (via phone and e mail)
- Campaign management
- Coordinate distribution of stock according to report and daily trends
- Assisting promotions manager with various tasks

YEAR: 1998-2006

Zamels/The Jewellery
Group Pty Ltd

Team Leader:
Catalogue Distribution
Coordinator

Skill set required for this position

- Leadership and management skills
- Organization and prioritization skills
- Staff management skills
- Time management skills
- Multi-tasking skills
- Communication skills
- Ability to meet deadlines and timeframes
- Decision making abilities
- Computer literacy
- Problem solving skills

Duties required for this position

- Coordination and supervision of staff duties
- Coordination of staff rosters
- Procedure Implementation
- Liaising with management
- Supervision and organization of catalogue stock
- Checking catalogue stock against purchase orders
- Data entry – AS400 database
- Transferring/shipping /receiving stock electronically
- Printing reports
- Printing stock ticket replacements
- Distribution of stock
- Processing and filling special orders/stock requests
- Addressing and processing discrepancies within the database
- Stock take
- Fill in supervisor
- Fill in receptionist