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Wednesday 1st July 2009

Dear Mr. / Ms. Manager,

**RE: APPLICATION FOR FEMALE RECEPTIONIST ROLE - ref no.**439-e2

I am “hands-on” and “can-do” professional armed with 5+ years commercial experience performing full-function administration and business support tasks. I am keen to be considered for the above vacancy as I am moving to Dubai to be with my partner who works there. I intend to “kick-start” my career within the local market and demonstrate my excellent skills to provide win-win solutions to a new team.

I pride myself on being a “resourceful” team player who enjoys working with all levels of an organisation, providing timely and efficient support to key stakeholders on administrative tasks, client relationship management, database management and electronic data entry.

I am currently working as a Teaching Professional at St. Monica’s College, one of Australia’s largest private secondary education institutions. As part of my role where I teach Commerce & Business and Humanities subjects, I perform a high degree of administration, including checking and marking of student work, writing of customised reports for student and school files, liaison with a diverse range of internal and external clients, attending of meetings and recording of notes and conducting research and analysis (on business, legal studies and accounting areas) to improve student and departmental performance.

Prior to this I have also worked as an Office Administrator and Customer Service / Sales Assistant. I believe I bring to the table a strong mix of skills and experience from all my career roles. Most importantly, it is my exceptional communication and interpersonal skills I believe will make the difference as I am able to work effectively with different cultural groups and appreciate how best to approach scenarios and situations to ensure open and effective relationships are built and nurtured.

I am excited by what I can do in Dubai and what I can contribute to an organisation. My strengths as a professional include:

1. A solid background working in within fast-paced and dynamic business environments
2. Proven ability to develop strategies, resolve root issues and administer timely win-win solutions
3. Strong attention to detail and analytical skills
4. Ability to communicate in English to build rapport with international customers
5. Excellent time management skills to meet multiple commitments and deadlines
6. Demonstrated computer skills to perform different electronic accounting and reporting tasks
7. Excellent understanding of Quality Assurance and Confidentiality protocols / customs

Overall, my ability to do the little things as well as the explicit things will make the difference in weighing up my potential to be a viable candidate to consider for this role. I thank you for considering my application and look forward to discussing why I believe I can represent a “best-fit” candidate.

Yours sincerely,

## **PROFESSIONAL SUMMARY**

* Results-focused and business-savvy professional seeking new challenge and opportunity to advance career within Dubai-based organization that values attention to detail, adaptable interpersonal skills and strong analysis and decision-making abilities. 5+ years experience with exposure to full function financial and business administration, team support, database management and customer relations

## **CRITICAL INFORMATION**

* Residency Status: Australian Citizen
* Security Clearance: Australian Police Check / Working with Children Police Check
* License: Victorian Driver’s License
* Computer Proficiency: Microsoft Office: Access, Excel, Word, PowerPoint, Outlook
* Alpha-Numeric Data Entry Speed: 40+ wpm; 100% Accuracy
* Interest in New Role: Relocation to Dubai to be with partner
* Salary Expectation: Happy to Negotiate
* Availability to Start: Immediately
* Passport Conditions: Holder of valid Australian Passport

## **QualificationS**

* Graduate Diploma in Sec. Education Australian Catholic University, Australia 2006
* Bachelor of Commerce (Accounting) La Trobe University- Melbourne, Australia 2005
* Bachelor of Arts (World History) La Trobe University- Melbourne, Australia 2005

## **career snapshot**

* Secondary School Teacher St. Monica’s College- Epping, Australia 2007 – Current
* Customer Service / Sales Assistant Piedimontes’ Supermarket, Australia 2001 – 2007
* Office Administrator Lu-ve Contardo Pacific, Australia 2000 – 2005

## **ACQUIRED BUSINESS Strengths**

* Strong mathematics and computation skills to deal with complex numerical data
* Well-developed interpersonal, negotiation and liaison skills to deal with clients at all levels
* Excellent time management and task prioritization skills to meet competing deadlines
* Keen judgment with independent thought to identify and resolve issues to reach win-win outcomes
* Excellent sensitivity and cultural awareness to relate to Culturally And Linguistically Diverse people
* Quick learner and strong active listening skills

## **ACQUIRED BUSINESS SKILL AREAS**

|  |  |
| --- | --- |
| * Business Administration & Office Support
* Customer Service & Customer Care
* Reception & Front of House Management
* Bookkeeping, Accounts Payable & Receivable
* Legal Processes and Protocols
* Quality Assurance & Compliance
* Training & Supervision of People
* Business Document Preparation & Review
* Cash Handling & Banking
 | * Telephone Switchboard Management
* Enquiries & Complaints Handling / Resolution
* Managing Client Databases
* Preparing Performance and Analysis Reporting
* Security & Confidentiality / Quality Assurance
* Liaison with 3rd Parties and Financial Institutions
* Meetings Coordination
* Diary Management
* Executive Management Support
 |

## **CAREER EVIDENCE OF ADMINISTRATIVE EXPERIENCE**

**Secondary School Teacher: St. Monica’s College- Epping, Australia 2007 – Current**

*Established in 1964 the College now enrols 1900 students and is located on two modern, well-equipped city campuses in Melbourne’s northern suburb of Epping. This College is a co-educational secondary school (Years 7 – 12). Despite being of a Christian faith, the school is very open-minded and treasures Australia’s cultural diversity and the shared understanding of community, as it caters to all people from all walks of life and religions, from Europe, Asia, Africa The Middle East and South America.*

[*http://www.stmonicas-epping.com*](http://www.stmonicas-epping.com)

* Oversee and teach classes at different curriculum levels
* Plan, analyse and negotiate curriculum for Commerce- Accounting, Legal Studies & Humanities
* Provide feedback, supervision, mentoring and support to individual students
* Liaise with students, staff, teachers, school management, parents and other stakeholders
* Conduct assessment, appraisal and reporting of students’ work
* Customise teaching methodologies to contemporary standards
* Compliance with legal obligations and standards
* Creation and preparation of different documents used for teaching
* Creation and preparation of different documents used for reporting
* Updating of files and databases
* Attendance and pro-active participation in meetings; Actioning of discussion items
* Planning of special events and presentations
* Course and training writing
* Developing assessment to cater for different audiences
* Creating interactive classroom activities with a focus on e-learning
* Use of Microsoft Office applications to create different documents

**Customer Service / Sales Assistant: Piedimontes’ Supermarket, Australia 2001 – 2007**

*Deli and fresh food retail store where I worked part-time to support myself through my studies*

* Cash handling and EFTPOS transactions
* Training and supervision of new and junior personnel on company operations
* Use excellent communication skills to build rapport with different customers
* Administer high level customer service and customer care
* Provide operations support to line management and team members
* Assist with inventory management and maintaining excellent work conditions
* Provision of a clean and safe work environment for customers

**Office Administrator: Lu-ve Contardo Pacific, Australia 2000 – 2005**

*Private business where I worked part-time to support myself through my studies*

* Reception and front of house duties to provide welcoming environment to customers
* Management of telephone systems
* Complaints and enquiry handling and resolution
* Electronic data entry and using them to perform different administrative tasks
* Processing of customer orders
* Assist with sales / marketing to customers on information on company’s products and services
* Routine follow ups with sales leads to acquire new customers
* Liaison with various teams to ensure excellent post sales process and customer loyalty

## **professional REFEREES**

* Kindly available upon interview