

# Victoria Miller

19 King RD

Glengarry, Victoria

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A highly communicative individual with strong interpersonal skills and the ability to adapt within a team environment. Motivated by challenges, an astute and dedicated employee who has effectively managed the challenges of part-time employment while successfully studying for two degrees.

## KEY SKILLS

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- Customer service
- Cash management
- Sales reconciliations
- Transaction processing
- Inventory control
- Stocktaking
- End-of-day processing
- Product selection
- Administrative tasks

**Software Skills:** Microsoft Word ~ Microsoft Excel ~ EFTPOS

## EDUCATION

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### Master of Advertising

RMIT College of Design and Social Context

2017 – 2018

Completed with a GPA of 3.2

### Bachelor of Business (Marketing)

RMIT Business School

2014 – 2016

Completed with a GPA of 2.7

### VCE

Trafalgar High School

2008 - 2013

## PROFESSIONAL SNAPSHOT

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Swissport	Customer Service Officer	2019 -2020
Ernst & Young Sweeney	Call Assistant/Market Researcher & Coder	2017 - 2019
Roy Morgan Research	Call Assistant Telephone Interviewer	2017
RMIT University	Casual Event Crew	2016
Smart Dollar	Front Counter Assistant	2014-2015
Rosedale Bakery	Customer Service Assistant	2012-2013

## **CURRENT EMPLOYMENT**

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### **CUSTOMER SERVICE OFFICER** **SWISSPORT**

**NOVEMBER 2019 – PRESENT**

- Check in and board passengers.
- Provide assistances to special needs passengers and unaccompanied minors.
- Provide information to passengers about their flights and the services that are able on Air New Zealand.
- Guide passengers through self-service check in and bag drop.

## **PREVIOUS EMPLOYMENT**

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### **MARKET RESEARCHER & CODER** **ERNST & YOUNG SWEENEY**

**AUGUST 2017 – NOVEMBER 2019**

- Analysing participants' survey responses in an Excel spread sheet format.
- Coding data for Commercial and Government based organisations e.g. PTV, Sydney Airport, Snooze, A2 Milk etc.
- Data Entry for Small Business Victoria.

### **CALL ASSISTANT TELEPHONE INTERVIEWER** **ERNST & YOUNG SWEENEY**

**JULY 2017– AUGUST 2017**

- Conducting surveys for government and corporate based organisations e.g. Vicroads and ANZ Bank.
- Recording participants' data into the computer system.
- Reaching survey targets that are outlined by the clients.

### **CALL ASSISTANT TELEPHONE INTERVIEWER** **ROY MORGAN RESEARCH**

**MARCH 2017– JULY 2017**

- Conducting over the phone surveys.
- Reading the researchers' script accurately to participants.
- Recording participants' data into the computer system.
- Reaching survey targets that are outlined by supervisors.

### **CASUAL EVENT CREW** **RMIT UNIVERSITY**

**DECEMBER 2016 – JANUARY 2017**

- Answering customers' enquiries.
- Event promotion.
- Preparing visual displays.

### **FRONT COUNTER ASSISTANT** **SMART DOLLAR**

**JANUARY 2014 – JULY 2015**

- Stocktaking
  - Product promotion.
  - Cash handling & implementing EFTPOS system.
  - Adminstrating stock.
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**CUSTOMER SERVICE ASSISTANT**  
**ROSEDALE BAKERY**

**DECEMBER 2012 - NOVEMBER 2013**

- Front of house assistant.
- Food preparation and presentation.

**WORK PLACEMENT**

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**Miss World Australia**

- Marketing and PR based work.
- Backstage assistances at pageants.

**2017**

**Traralgon Guardian Pharmacy**

- Customer service skills.
- Writing prescription orders.
- Filing
- Administration

**2011**

**EXTRA CURRICULAR ACTIVITIES**

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**ACCT2164\_1600 GLOBALISATION IN PRACTICE (STUDY ABROAD –THAILAND)**

The ten day study abroad tour conducted by RMIT, saw students travel to Bangkok to learn more about the economical and historical context of Thailand as a country.

RMIT students were able to attend Thammasat University, where they were educated on the Thai Economy and the importance of the ASEAN economic community.

Students were also given the chance to visit historical monuments such as the Wat Phra Kaew in Bangkok.

**MKTG1065 BUSINESS-TO-BUSINESS MARKETING – PROVIDING MARKETING SOLUTIONS FOR KONNEKT**

Konnekt is a start up company that provides video communication technology that is simplified for the elderly and the disabled. As part of the B2B marketing course, students were given the opportunity to provide marketing solutions in terms of advertising materials, as well with solutions to the supply chain mechanism. The concluding solutions created by students were presented in front of the company's CEO and Marketing Executive.

**GRAPH2429 PROFESSIONAL PRACTICE (STUDY ABROAD – LONDON)**

The ten day study abroad tour conducted by the school of Media and Communications at RMIT; saw the students visit some of London's most well-known and globalised advertising and media agencies such as Ogilvy, Sensis Network, Nonsense Advertising and FCB. The students were also given an opportunity to create and pitch their ideas for the non-for profit organisations ADCAN and Water aid.

**ADDITIONAL TRAINING**

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**Responsible Service of Alcohol (RSA)**

**Intermediate Level of Reading and Speaking Thai – Studied at Thai Central School Melbourne**

**Adobe Suite for Design and Presentation – Level 1 at RMIT**

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## REFEREES

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