Christine Moore

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**KEY STRENGTHS AND SKILLS:**

**Communication**

* Strong verbal, written and interpersonal communication skills that allow interaction at all levels
* Proven ability to identify & develop effective business relationships
* Strong interpersonal liaison skills
* Ability to successfully plan, prioritize & execute daily, weekly & monthly objectives
* Ability to lead, train and motivate team members, especially through change

**Employment Services Skills**

* The ability to understand the cultural image of an organization.
* Demonstrated knowledge of employment services and the local labour market
* Demonstrated ability to secure job vacancies by canvassing employers and servicing existing clients.
* Case management in team and individual formats to maximize job matching and reverse marketing opportunities. Identify and resolve candidate weaknesses providing coaching to improve skills.
* Mentoring candidates of job search strategies to enhance employment opportunities
* Strongly developed ability to form professional networks among internal and external stakeholders
* Maintain ongoing relationships within the Training Sector
* Demonstrated ability to share knowledge and negotiate with a wide range of stakeholders
* Ability to train in reverse marketing

**Human Resource Management**

* Thorough understanding of and commitment to workplace health and safety, equal employment opportunity and anti-discrimination practices
* Excellent knowledge of administrative duties within an office.
* Full experience in reverse marketing, Job Service & DES

**Computer**

* High literacy standard in the Microsoft Word, Excel, Lotus notes & Outlook
* Electronic mail & internet used constantly in day to day operations
* ESS, & Intranet
* Daily maintenance of databases, spreadsheets & word documents to update client information, create résumés and cover letters

**Learning and Development Skills**

* Assist with writing training programs
* Adult learning Techniques

**Employment History**

**2008 - Current** **Employer:** Wise Employment (DES)

 **Position:** Marketing

**Description:** Develop & maintain effective new business relationships through personal contact

 Maintain on going business relationships with local Indigenous groups to provide pathways to employment

 Source new on the job training & sustainable work opportunities for Indigenous jobseekers

Source suitable vacancies through employer visits, telephone, mailings & other suitable activities

**Achievements:**

* Contributed to star rating of Northcote site from 2 to 4.5
* Achieved quarterly & additional bonuses since commencement through being results driven ( including three & 4.5 star rating bonuses)
* Sourced the initiative that resulted in Northcote’s highest placements in a single day (22) 35 over 2 consecutive days
* Developed job specific literacy program to ensure job sustainability of a client
* Achieved 100% in audit of JPO & outcome claims. 97% in file audit
* Volunteer with Koorie Night Market sponsored by Wise Employment assisting Indigenous stallholders to complete sales through electronic means
* Successful nomination of an employer for Rotary Service 2010 Awards

**Current Contract employment**

**Position:** Contract trainer/assessor for Mediquest

 **Description:** Deliver quality training& assessment in a professional manner in

Cert IV Mental Health & Youth Work

 Cert I Workplace Education for people with a

 Disability inc. hearing, sight impairment & ID

 Ensure learning competencies met

 Maintain learning records

**2006 - 2007**  **Position:** Employment Consultant 12+ (Preston Site)

 **Description:** Cold call to engage new business

 Ensure contract compliance

 Establish & build rapport with candidates

 Source pre-employment training

 Liaise with training organizations

 Empower candidates to job search

**2007 – 2008 Employer:** Black Velvet Limousines (Casual Contractor)

  **Position:** Corporate Chauffeur

 **Description:** Training of new drivers in use of specific vehicles

Provide the highest standards of excellence in service delivery, client fulfillment & unsurpassed limousine transportation.

Displaying courtesy, discretion & confidentiality

**2004 - 2007 Employer**: Self Employed

 **Position:** Contract Courier with Allied Express

 **Description**: Training & education of new drivers

Completing permanent runs on time & within

budget

Ensure correct manual handling methods within warehouse environment for new drivers

Identify workplace order picking processes for new drivers

**Education:**

|  |  |
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| 2008-2009 | **Master of Professional Accounting** (with Distinction) |
|  | **Master of Marketing** (with Distinction) |
|  | University of Tasmania |
| *Tertiary* |  |
| 2004-2007 | **Bachelor of Commerce**  |
|  | Royal Melbourne Institute of Technology  |
| *Achievement* |  |
| *2009* | Among highest graduate for Master of Marketing and Master of Professional Accounting. Got High Distinction for almost half of attended units.Appear in UTAS postgraduate coursework prospectus to represent Master of Marketing and Professional Accounting student. |
| *2007* | Gained a position in student exchange program (only for students with high score and good social activities |

**Referees**

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