

# Anastasia Lalic

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Dedicated office assistant with 3 years of experience supporting office operations and administrative tasks. Proficient in handling correspondence, providing general clerical support, invoicing. Strong multitasking abilities with a keen eye for detail and a proactive approach to problem-solving.

## Experience

2021 – PRESENT

### OFFICE ADMINISTRATION | RAPID FLOORING SOLUTIONS | PART-TIME

- Manage incoming calls and emails, directing enquiries to appropriate staff members for action.
- Prepare and send invoices to clients, track payments.
- Create and maintain a database of clients and suppliers for efficient communication and record-keeping.
- Assist with data entry tasks, updating databases and spreadsheets with accuracy and efficiency.
- Maintain office supplies inventory by checking stock, anticipating needs, placing stationary orders, and verifying receipt of supplies.
- Monitor incoming and outgoing mail and distribute accordingly
- Provide general administrative support, including drafting documents, proofreading, and editing correspondence.

OCTOBER 2022 – JUNE 2023

### SALES ASSISTANT | FRESH SOUL | PART-TIME

- Welcome and support customers warmly and courteously.
- Address customer inquiries, issues, and returns professionally and with empathy.
- Aid customers in product selection and facilitate their purchasing process.
- Ensure the sales floor is immaculate and merchandise is well presented and stocked.
- Contribute to enhancing the store's visual aesthetics through participation in merchandising efforts.
- Manage cash register operations, including handling transactions and providing precise change.
- Execute sales transactions, returns, and exchanges according to company protocols.
- Work collaboratively with team members to meet sales targets and foster a constructive workplace ambience.
- Monitor and train new staff.
- supervise employees and carry out directives given by the manager.

## Skills

Active Listener • Fast learner • Team player • Excellent time management skills • Computer and technology efficient • Excellent interpersonal skills • Problem-solving

## Education

February – June 2025

**CERTIFICATE III IN HEALTH SERVICES ASSISTANCE | MOSS VALE TAFE**

JANUARY 2017 - JANUARY 2021

**YEAR 11 | CAMDEN HIGH SCHOOL**

- Standard English
- Standard Math
- Biology
- Business Studies
- Legal Studies
- Nursing

## Activities

Painting • Pilates • Gym • Travel

## References

Available on request