

JOANNE MANDENO (SHE/HER)

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I am a caring, compassionate and responsible individual, who is adaptable and professional with a strong commitment to providing quality care. I have extensive experience within the financial sector working for a number of global organisations. Interested and keen to further develop my skillset learnt within the corporate industries to provide quality service to the aged care industry so that the elderly can live with maximum dignity, comfort and independence.

Employment History:

uPaged Pty Ltd

Talent Success Specialist - August 2022 – Current

uPaged The Clever Way for Healthcare Talent And Healthcare Organisations To Connect. uPaged was born of an idea that there had to be a better way for great nurses to get great nursing jobs when they want; and for quality healthcare organisations to find quality nurses quickly. since then, uPaged has expanded across a range of healthcare workers.

- Onboarding and activation: nurturing customers into uPaged product, setting them up, and making sure they are getting value from using it.
- Renewal and Retention; Partnering with our customers, helping them get value from our software to support ongoing retention of staff inside facilities
- Product support; Assisting with troubleshooting and issues and errors and providing seamless customer service
- Provide product and service information to our users and customers by responding to incoming phone, email and live chat enquiries
- Conduct telephone interviews with healthcare practitioners to qualify their work experience and to onboard them to the platform
- Nurture healthcare practitioners or hospital administrators through the registration process. onboard and activate new accounts for our users and customers

DHL Supply Chain Australia

Credit Control Analyst – March 2019 – August 2022

DHL is the worldwide leader in Supply Chain Distribution with a key focus on quality Customer Service. Responsible for collection of receivables, account reconciliation and order control for Public and Private Hospitals, pharmacies and health services within Australia and New Zealand

- Establish and maintain credit lines for new and existing accounts for Global Pharmaceutical companies, Public and Private Hospitals, HealthCare providers, their customers and patients
- Consistently analyze credit limits determined by leading Global Pharmaceutical Companies within Australia and Asia Pacific
- Execute Business-to-Business collections through internal processes, negotiations and dispute resolutions

- Provide comprehensive weekly and monthly reports to all levels of Management both internally and externally
- Build and maintain relationships with key departments within the Australian and New Zealand Healthcare system
- Continued knowledge and understanding of public, and privatised funding modules, policies and processes for Hospitals, Health Services and Pharmacies within Australia and New Zealand
- Excellent verbal and written communications skills
- Ability to work autonomously within a fast-paced environment as part of the Finance Team

Risk and Security Management

Senior Mercantile Administrator | January 2017 – February 2019

Risk & Security Management is a leading professional service specializing in all aspects of debt recovery and legal processing within National finance industries. Handled day-to-day administration and managerial duties for NSW Mercantile Collectors.

- Planned, developed, and implemented internal company procedures and processes of Administration tasks within field services NSW department
- Effectively trained internal staff on how to draft and manage Legal procedures and diverse divisions of Australian Law
- Provided positive customer experiences by listening to, and resolving within timely manner all queries relating to reports, deadlines and updates

Ashley Services Group- National Institute of Training Division

State Administrator | January 2016 – Dec 2016 (Contract Role)

Ashely Institute of Training is a Nationally recognized registered training organization which focuses on the upskilling of employees by the employer.

- Analyzed reports generated by NSW State government, detailing inaccuracies of data reported on student training, completed units and certificates of completion
- Coordinated with managers and supervisors to identify and implement required training needs for correct data to be uploaded into State government portals for payment
- Collaborated with State government authorities on contractual terms and regulations for training and up-skilling of employees
- Provided exemplary customer service in reference to rules and regulations pertaining to training.

Hollard Financial Services

Senior Quality Assurance Officer – General Insurance Claims Division | July 2010 – Jan 2016

Hollard Financial Services is a global multiple entity Insurance Company with leading subsidiary divisions across Australia. Insurance professional offering a full comprehensive understanding of all aspects of general insurance currently on the market. Due to consistently exceeding management expectations, I was promoted to several positions of increased responsibility which enabled personal and professional development. Positions held within Hollard include; Lodgment Consultant, Home & Contents Client

Manager, Motor Claims Client Manger, Recoveries specialist and then being promoted to Senior Quality Assurance Officer.

- Created and implemented all QA processes and procedures within the home, contents and motor vehicle departments
- Researched automated testing solutions to assist with a streamlined and efficient claims process
- Worked with suppliers and investigators on maintaining high level of reporting and policy legislation
- Respond professionally to large volume inbound telephone and email inquiries from all customers, service providers and senior management
- Analyze and evaluate investigation findings/determinations with employers and State representatives, to determine proper case handling
- Initiate training and development of current employees, and provide on-boarding services to new staff members

Ray White Realty- Mascot

Receptionist/ Administrator | Jan 2007 – March 2010

- Excelled in a role requiring a variety of day-to-day office support operations, with an ability to handle a variety of customer service issues and administrative tasks for the Real Estate.
- Manage front desk operations, including welcoming face to face customers, answering multiple phone lines, maintaining proper web-based customer information, and advertising.
- Created and maintained client database quickly and accurately in a fast-paced work environment.
- Professionally handled delicate situations, such as: customer requests, banking, and complaints.

Education and Qualifications

- Current Certified **NSW Justice of the Peace** –
- Certificate III Individual Support (Ageing) - Kirana Colleges 2021-2022
- Certificate IV in Ageing Support - Kirana Colleges 2021-2022
- CHCSS00098 Individual Support Disability Skill Set - Kirana Colleges 2021-2022
- Current First Aid Certificate – Obtained Jan 2022
- Higher School Certificate – Emmaus Catholic College 2001-2006
- Full NSW Licensed Driver – with own reliable vehicle

Skills and Personal Attributes;

- Exceptional Customer Engagement and Strong verbal and written communication skills

- Ability to make independent decisions, and work autonomously
- Excellent kindness and empathy skills
- Peer leadership, mentoring, collaborations and training
- Analytical thinking and process implementation
- Microsoft Office competencies, Database Entry & Management
- Administration responsibilities in varied environments

References -

Are available upon request