

MIA ELLIS

DOB: 23/10/2004

CONTACT

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📍 4 Karwin Avenue , Springfield

PROFILE

I am 19 year of age, I currently work for my uncle's roofing business and I'm looking to commence a career in an industry that I am really passionate about. I am a keen, hard working and realiable person, I am eager to learn and have the ability to work in a fast paced environemnt

SKILLS

- Complaint handling
- Professional written and verbal communication
- Punctual and well presented
- Schedule management

- Customer care and service
- Taking and directing phone calls / messages
- Ms word / google docs and sheets
- Ability to work under pressure and within a deadline

EDUCATION

2017-2019

I was selected to be in the creative and performing arts class.
Where I studied English, Maths, Science, History, Dance, Hospitality and Child studies
I was then selected to represent the school as a dancer and go to Queensland

Brisbane Water Secondary college - Woy Woy Campus 2020-2022

While at this school I studied
Child care / Exploring early childhood,
Dance, Business Studies, Community and Family studies, Textiles, English and Career studies.

WORK EXPERIENCE

HighView Roofing

Receptionist - 2022 - 2024

Responsibilities and duties included:

- Answering the phone
- Handling incoming customer enquiries via phone, email and text
- Managing calendar/schedules
- Booking quote appointments
- Sending invoices and follow ups where required
- Light cleaning duties such as keeping office space neat, tidy and dust free.

Wagstaffe General Store

Receptionist - 2020 -2022

Responsibilities and duties included:

- Customer service while in a fast paced environment
- Communication whilst serving customer
- Making coffees and serving food
- Handling money
- Learning to be flexible
- Dealing with complaints
- Cleaning and tidying up
- Stocking shelves

Peninsula Village Nursing Home

Trainee - June - October 2024

Responsibilities and duties included:

- Helping and assisting with cares, showers, toileting etc.
- Feeding or assisting with feeding
- Grooming
- Activities
- Tiding / Cleaning
- Laundry

REFERENCES

Renee Butler - Peninsula Village

0404 292 599

Kerry Nowland

0416 103 714

Craig Mceachern

0431 104 147

MIA ELLIS

TO WHOM IT MAY CONCERN,

. I am currently working as a trainee at peninsula village. I have just completed my certificate 3 in individual support.

As you can see from my employment at HighView Roofing, Wagstaffe General Store and Peninsula Village Nursing Home. I have ample experience greeting customers, answering and directing phone calls, building rapport with customers and handling customer complaints, as well as caring for elders. helping with many things, doing cares, cleaning, grooming etc. I am confident working in a fast paced environment and within a dynamic team. I am organised, detail oriented and a very fast learner. I pride myself on my ability to work unsupervised and independently. I am a determined worker who loves helping all around me whether it's a small or big task.

My resume of work experience is attached to this cover letter and will provide you with more details about my experience in the above mentioned roles.

SINCERELY,

MIA ELLIS
