

PERSONAL DETAILS**Julia Caroline Avery**

5 Neerim Close
Berowra NSW 2081

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KEY SKILLS

- Excellent command of spoken and written English
- Excellent communication and interpersonal skills
- Computer literate
- Excellent attention to detail
- Able to multi task, prioritise workload and meet deadlines in a busy office environment
- Able and willing to learn new systems quickly
- Honest, hard working and reliable

EDUCATION***Tertiary Education***

July 2005-August 2006 Certificate III in Business Administration, Moreton Institute of TAFE, QLD.

Competency gained in the following Microsoft Office programs:

- Word
- Excel
- PowerPoint
- Outlook

1997 – 1998 Nursery Trade Certificate, Richmond College of TAFE, NSW. Graduated with distinction.

1996 Horticulture Operations Certificate, Illawarra Institute of TAFE, NSW. Graduated with distinction.

1989 – 1992 Bachelor of Applied Science (Physiotherapy), Cumberland College of Health Sciences (University of Sydney), NSW.

Secondary Education

1982 – 1987 Presbyterian Ladies College, Sydney, NSW. Completed Higher School Certificate.

EMPLOYMENT HISTORY

ADMINISTRATION/ CUSTOMER SERVICE/ WAREHOUSE ROLES:

June 2016 – Current: Vegware Australia Pty Ltd, Mount Kuring-Gai, NSW.

Position: Internal Sales Administration and Warehouse Assistant. My key role is to provide exceptional customer service and sales administration support to all Vegware customers and assist in the warehouse.

Duties include:

- Respond to all telephone and email enquiries in a friendly and professional manner
- Open new customer accounts and maintain customer records
- Process orders, credit notes and invoices through Netsuite
- Assist warehouse team pick/pack orders and unload shipping containers
- Freight management including booking couriers and tracking orders for customers
- Prepare and send sample boxes to potential and existing customers
- Manage customer complaints in a professional, courteous manner

November 2010 – May 2016: Career break to raise my daughter, who is now in year 8 at high school.

November 2006 – October 2010: Cunningham Lindsey Australia Pty Ltd, Greenwich, NSW.

Position: Claims Assistant. My key role was to provide administrative support to one of the Executive Loss Adjusters in the management and processing of commercial insurance claims.

Duties:

- Receive and register claims, prepare claim files
- Answer telephone and email enquiries from interested parties (Insurers, Insurance Brokers, Insureds)
- Prepare progress reports for Insurers and Brokers
- Edit and format reports prepared by the Loss Adjuster
- Source quotes for repair/replacement of items being claimed and track progress of repairs/replacement
- Preparation of spreadsheets using Excel
- Preparation of presentations using PowerPoint
- Reception relief
- General office duties including faxing, filing, archiving, scanning, printing, photocopying, ordering stationery.

November 2003 – November 2006: Ibrox Park Nursery, Burbank, Qld (wholesale plant nursery).

Positions: Team Leader in Dispatch; Assistant Sales Manager.

Duties:

- Pick and pack orders
- Answer telephone enquiries from customers, including retailer nurseries, councils, and landscapers
- Prepare quotes
- Outsource plants not grown at the nursery
- Organise deliveries
- Process and invoice orders using MYOB
- General office duties including faxing, filing, photocopying, ordering stationery and other supplies required by the nursery
- Carry out stock take and enter figures in Excel

February 2001 – October 2003: Robert Donato Nurseries Pty Ltd, Warriewood, NSW.

Position: Nursery Tradesperson

Duties: Customer sales and service, dispatch, general nursery work, relief office duties.

December 1996 – May 2000: Valmar Nurseries Pty Ltd, Dural, NSW.

Position: Nursery Tradesperson

Duties: Plant production, dispatch, customer sales and service, relief office duties.

PHYSIOTHERAPY ROLES:

November 1994 – December 1995 Physiotherapist, Hornsby Ku-ring-gai hospital, Hornsby, NSW.

October 1993 – November 1994 Overseas travel and various locum positions overseas and in Australia.

September 1992 – September 1993 Physiotherapist, Hornsby Ku-ring-gai hospital, Hornsby, NSW.

REFEREES

Provided on request.