**Rachel Grant**

Australian Citizen

Flat 69, Harlech Tower, Park Road East, Acton London W3 8TZ
rachel.m.grant93@gmail.com

07506 069576

**Education**

**2018** **Certificate III in Information, Digital Media & Technology**
 Tafe Queensland (current study)

**2014** **Responsible Service of Alcohol (RSA)**
 Hospitality Institute of Australasia
 **2010 Certificate II in Community Recreation** Binnacle Training College

**2008** **Certificate I in Information Technology**
 Bremer State High School

**2010** **Queensland Secondary Education accreditation**
 Bremer State High School

**Employment History**

**October 2014 – February 2019
Administration Assistant**Independent Produce Professionals (IPP)
Brisbane, Queensland

**Key responsibilities and duties:**

* Design brochures/advising material to promote the company and products
* Develop and implement new processes to create efficiency within the company
* Preform any ad hoc duties directed by management
* Attend and represent IPP at convention events
* Conduct meetings with managers/ suppliers
* Work with word processing, spreadsheets and database software to complete tasks
* Raise purchase orders
* Write and distribute email, letters, faxes and forms
* Liaise with customers
* Organise transport schedules
* Solve customer enquires
* Sales and upselling products
* Data entry
* Meet strict time lines
* Answer and direct phone calls as well as take requests
* Invoicing and adjustments
* Maintain filling system
* Train staff members

**August 2010 - September 2014**

**Sales Assistant**Big W
Brisbane, Queensland

 **Key responsibilities and duties:**

* Customer service
* Cash register/ EFTPOS
* Layby- point of sale, storage and retention of goods
* Operating computers
* Resolving customer questions
* Stock rotation/ display of stock
* Money reconciliations
* Store security
* Sales

**November 2009 to July 2010**

**Sales Assistant/ Barista**Ipswich Public Hospital Kiosk
Brisbane, Queensland

 **Key responsibilities and duties:**

* Customer service
* Use of Cash register
* Food and drink preparation
* Filling Stock and stock rotation
* Cleaning

**Volunteer Contributions**

**Ocean Crusaders - ‘Paddle Against Plastic’ - 2018**
Attending various events throughout the year with the aim to clean up the debris and plastic in the Queensland waterways via use of kayaks/SUPs.

**References**
Available upon request.