

Personal Details

Name:	Miranda Sutton	Licence:	Manuel/Open
Address:	Unit 16/8 Ruocco Street BRACKEN RIDGE QLD 4017	Email:	miranda.sutton@hotmail.com
Telephone:	0425 241 555 (M)	Available time to work:	Any time any day
		White card:	Valid card # 1639568
Nationality:	Australian Citizen	First Aid Certificate	
Transport:	Private Vehicle		

Personal Characteristics

- Demonstrate initiative.
- Honest, reliable & can work independently, as well as an effective team member.
- Remain focused under pressure.
- Work closely with other staff.
- Prioritise duties.
- Communicate effectively with both staff and the public.
- Maintain a professional image and high level of confidentiality.
- Present a happy, friendly disposition.
- Professional phone manner.

Employment Record

March 2012 – Present

I'm currently working for a company called Sci Fleet Toyota located at Albion. Sci Fleet Toyota is divided into two main sections, Retail and Fleet. Sci Fleet Toyota sells between 250 – 350 vehicles a month. Each vehicle requires a number of pre-delivery processes to be covered prior to the customer taking delivery.

Duties performed as a supervisor detailer and dispatcher

- Ensuring sold vehicles come from Pre delivery clean and with no damages.
- Ensuring vehicles that are being delivered have registration plates and stickers affixed.
- Ensuring that both fleet and retail sections know of the arrival of their vehicles.
- Maintain effective communication between Fleet and Retail on vehicles going out.
- Maintaining clean delivery paper work on pre-delivered vehicles.
- Ensuring all keys were tagged with the sales rep names and locations.

Key Responsibilities:

- Discussing the daily list of vehicles being delivered with management.
- Advising sales rep's when their vehicles are completed.
- Ensuring vehicles are plated immediately upon delivery.

- Quality checking registration plates against the vehicles details. E.g. VIN number, stock numbers, make and colour of vehicle

May 2010 – February 2012

My previous position was with Andrews Airport Parking. They are an off-airport car parking company for business and private customers who are flying in and out of Brisbane. They hold up to 1800 cars at any one time undercover and outdoors. Their customer services included customer vehicle cleaning/detailing, servicing and free shuttle buses to and from the airport. They handle between 200 to 350 vehicles daily. Andrews Airport Parking provides its services 24 hours a day, 365 days a year.

Duties performed as Customer Service Officer/Supervisor:

- Ensuring customers were immediately greeted and served.
- Ensuring phones are answered within the first three rings.
- Conduct daily cash flow reconciliation.
- Checking vehicles are ready for on-time customer pick up.
- Communicate to Andrews's shuttle drivers for pickups and drop off.
- Ensuring all reservation enquiries are effectively dealt with.
- Maintaining a real-time database of vehicle locations.
- Doing routine end of day banking.
- Conducting quality inspections of detailed vehicles prior to parking.
- Inspecting for and logging of vehicle damage prior to parking.
- Sign-off staff timesheets.
- Manage vehicle locations with yard staff.

Key responsibilities:

- Greeting customers with a smile.
- Answering the phone with a pleasant voice.
- Ensure customer satisfaction.
- Maintain the vehicle location database.
- Retrieving vehicles from storage and parked to allow easy access for returning customers.
- Ensuring all staff members were briefed on their daily duties.
- Handling any customer's questions or problems promptly.
- Dealing with staff questions and handling staff issues promptly.
- Attend regular managers and staff meetings, take minutes at these meetings.
- Dealing with cash on a day to day basis.

July 2009 – April 2010

My previous role was casual for a company called Victoria Station and Kate Hill. Victoria Station and Kate Hill are sister companies. Victoria station is a hand bag and luggage store, with luggage the main inventory item. Kate Hill also sold luggage but their main products

where hand bags and accessories. The store's where located at the DFO near Brisbane and Gold Cost airports. Vitoria Station's main sales focus was towards tourist and domestic travellers looking for quality products.

Duties performed:

- Ensuring all customers were greeted upon entering the store.
- Ensuring all available products where displayed.
- Maintaining store presentation and cleanliness.
- Upon opening checking the till was balanced and banking completed.
- When closing making sure store is clean tidy and ready for the next day.
- Ensuring that the till is balanced at end of day.
- Doing the banking during the shift.
- Ensuring when stock comes in that it is marked off and counted.
- Taking the rubbish out when unpacking stock.

Key responsibilities:

- Achieve daily targets as a team and individually.
- Ensuring as a team you work together and ask for help when needed.
- Maintain stock levels.
- Greet customers with a smile.
- Ask customers open ended questions, answer all their questions.
- Ensuring you add on and sell up

Educational Background

Secondary

2005	Senior Certificate <i>Sandgate District State High School</i>
2005	Certificate II in Business (BSB20101) <i>Sandgate District State High School</i>
2005	Participation Certificate in English, Math & Science <i>Sandgate District State High School</i>

Professional

2008	Cert III Business administration (BSB30201)
2009	Completed my RSA certificate

PC Skills

Microsoft Office Products: Word, Microsoft XP, Excel, PowerPoint, Publisher (touched) & Access

(touched) Prism (when I worked at CPX)

Personal Interests

- Listening to Music
- Snakes/Reptiles
- Movies
- Volunteer work for the Hear and Say Centre during the Bridge to Brisbane run 2006.

Referees

Mason Mallender
Ph: 0412 938 930
Position: Colleague

Cecelia Mason
Ph: 0403 324 412
Position: Supervisor

Rebecca Goodrick
Ph: 0487 024 618
Position: Peggy

Jess Silvera
Ph: 0433 226 538
Position: Fleet assistance