

Carla Hernandez

Minchinbury 2770

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0400 409 084

Part time, casual & night shift

Result oriented & customer service focused professional with excellent communication & interpersonal skills. Performs challenging tasks with precision & attention to detail. Excel at being highly organized & decisive with strong problem solving capabilities & business sense. Whilst providing my employer & peers with compassion, empathy & understanding within the industry.

REFEREES

G7 Seven Hills Security 2019
Operations Manager - Martin Miles
0414 366 824
martin.miles@group7security.com

Danfoss Solutions 2017 - 2018
Michael Page International
Recruiter - Mariena Gabrial
0416 267 773 (02) 8221 8150
marienagabrial@pagepersonal.com.au

HiTech Remedial 2019
Manager - Liz Mananasaia
0419 116 666
Liz@hitechremedial.com

Provino Logistics 2016 - 2017
Operations Leader - Sarah Mockus
0411 244 229

G7 Seven Hills Security 2019
Duty Manager & Trainer - Lana Ghosn
0421 689 568
lane.ghosn@group7security.com

EXPERIENCE & WORK HISTORY

HITECH REMEDIAL CONSTRUCTION

Administration & Office Support

July – November 2019

Responsibilities

- >Updating all clients portfolios – Invoices, personal details, accounts.
- >Answering phones, emails & mail.
- >Maintaining a clean office and kitchen.
- >Bookings, appointments and organising couriers.
- >Locating invoices, dates & necessary documents for contractors, laborers' or company.
- > Destroying unnecessary or old documents.
- >Binding, creating folders, laminating all contracts, tenders safety plans, emergency evacuation & project documentation.
- >Creating new client portfolio.
- >Ordering all supplies required for office & kitchen.
- >Archiving all current, past contracts & completed project documentations.
- >Credit & Invoice chasing.

Castlehill Super Centre (G7 Security)

Duty Manager

May 2019 - Present

Responsibilities

- >Night Duties or over night duties when contractors are on site & require access to the building while arming the building once all contractors have left.
 - > Support & actively encourage the promotion of retail stores, workshops, events & charity thru posters, engaging with customers, employees of stores, flyers, websites & telephone.
 - >Managing centre cleanliness, organization, safety & presentation.
 - >Managing emergency situations as they occur – evacuations, fire alarms, accidents & incidents.
 - >Delegating duties to employees.
 - >Resolve any complaints, incidents & issues in an emphatic, professional & timely manner.
 - >Ensure all customers are happy with the experience they have within the centre.
 - >Office duties – emailing, follow up phone calls, data entry, scanning, weekly reports, lost & found filing, incident/accident report filing & bookings.
 - >Assisting store managers with any complaints, enquiries & information they require.
 - > Assist in implementing store policies.
 - > End of day checking of the centre.
 - >Build strong rapports with retail managers, customers & all centre employees.
 - >Liaise with all contractors, emergency services – police, ambulance & fire brigade.
 - >Reporting back to the operations leader, marketing manager & centre retail manager.
 - >Assist with general enquiries about the centre, locations of stores, what level or building, store contact numbers, email address, sales or current store promotions.
 - >Monthly centre presentation & maintenance reports.
 - >Follow up on any incidents thru security footage & report back to operations leader of time, location, length of time of the incident lasting & witnesses.
 - >Meetings with operations leader, marketing manager & retail centre manager.

Danfoss Solutions

Administration & warehouse assistant

October 2017 - September 2018

Responsibilities

- >Compile information to create codes for existing, prototype & new machine parts.
- >Prompt & timely quotes to all clients.
- >Filing all past & present orders.
- >Updating transfer orders & overseas product fields.
- >Auditing urgent, normal orders, filing all past & present orders.
- >Updating warehouse inventory & incoming stock.
- >ETA's on all orders for clients.
- >Using SAP SRP-PS ERP production system.
- >Emailing all overseas & local clients for any further details on orders.
- >Reporting back to manager with all complaints, enquiries & warehouse issues.
- >Update all staff & clients with any issues from shipping companies overseas & local.
- >Contacting clients & staff with any changes to address, phone numbers & email addresses of overseas factories, contractors & local companies.
- >Assist employees with any events - birthday's, bbq's, farewells & lunches.
- >Follow up phone calls, data entry & scanning manual instruction folders
- >Counting all stock & ensuring it is in correct aisles and areas of the warehouse.
- >Assist in removing stock, cleaning warehouse & making all stock accessible.

Provino Logistics

Logistic Administrator

August 2016 - June 2017

Responsibilities

- >Assisted in managing 8 major clients.
- >Product ordering & distribution.
- >Complaint & problem management.
- >Invoicing & purchase orders.
- >Data management & reporting.
- >Delivering high quality products in a timely & promptly manner.
- >Working with couriers & handling communication between freight companies & warehouse customers.
- >Tracking orders to ensure timely deliveries & preparing shipping documents.
- >Oversee the inventory of stock, updating, organising, receiving, issuing & dispatching stock.
- >Data entry, scanning, emailing, follow up phone calls to clients & creating manifests for drivers.
- >Emailing all overseas & local clients for any further details on orders.
- >Reporting back to operations leader with all complaints, enquiries & warehouse issues.
- >Update all staff & clients with any issues from shipping companies overseas & local.
- >Assist employees with any events birthday's, bbq's, farewells & lunches.
- >Assist in removing stock, cleaning warehouse & making all stock accessible.

Business Link

Contractor/Temping

Administration support for Workers Compensation team

Oct 2011 - 2012

Responsibilities

- >archive management.
- >creating claim files.
- >portal to locate data of injury, income, address & other personal data.
- >printing, organizing, distributing & closing remittance forms.
- >locating and matching remittance to the client.
- >filing and all other administrative requirements.

Seniors Card

Customer Service Officer 2011 - 2011

Responsibilities

- >Grants and nominations awards for seniors.
- >Data entry & processing of grants and nomination awards.
- >Outbound calls to NSW MP offices verifying electoral area of addresses.
- >Updating all personal details into ACCESS database.
- >Scanning & sorting the Grants & Nomination awards application form.
- >Verifying the Justice Of Peace for the senior card applications using Lawlink website.
- >Outbound calls to senior card members to update all details.
- >Mail sorting.

Department of Housing

Customer Service Officer 2011 - 2011

Responsibilities

- >Assist in general enquiries.
- >Data entry & processing for the inbound and first contact for keeping in touch calls.
- >Outbound calls to senior residents or to confirm delivery of keeping in touch letters from the outbound calls.
- >Outbound calls to Department of Housing residents to confirm if contractor had arrived to resolve the problem within or around the home.
- >Data entry & processing.
- >Complaints management & resolving in timely manner.

Customer Service Officer

2011 - 2011

Responsibilities

- >Tier 1 contact (first level) Seniors card.
- >Delivery to clients of the public service.
- >Data entry.
- >First level problem management.
- >Customer training service training induction.

Bush's Fresh Meats

Butchers Assistant/Cashier

2005-2010

Responsibilities

- >Customer service & complaints management.
- >Food preparation, distribution & presentation.
- >Housekeeping & occupational health and safety.
- >Promote sales and specials.
- >Preparing work stations for butchers.
- >Follow up calls on orders from customers.
- >Assisting colleagues during rush hour.

Woolworths

Meat Packer (work experience)

2005-2005

- >Promoting sales & specials.
- >Wrapping & distributing meat to display shelves.
- >Preparation of displays.
- >Preparing stations for Head butchers.
- >Housekeeping & occupational health & safety.

Valleygirl

Retail Assistant (work experience)

2004 - 2005

- >Customer service.
- >Complaint & problem solving.
- >Cleaning & sorting clothes.
- >Merchandise.
- >Theft Prevention.

Skills

- >Problem Solving
- >Good organizational skills
- >Quick Learner
- >Independent & self directed worker
- >Proven ability to resolve conflicts and issues
- >Computer literate
- >Languages English & Spanish
- >Objective & emphatic toward all situations & resolutions

- >Tenacious in achieving tasks
- >Systematic, organized, proactive & practical
- >Firm approach in maintaining policies
- >Team player
- >Customer service
- >Logistics
- >Building strong rapports

Education

Blacktown Tafe
College

2006 - 2007
Year 11 - 12

Cranebrook Highschool

2003 - 2005
Year 10 HSC

Emmaus Catholic

2001 - 2003
Year 7 - 9

Personal Reference

REECE Regional Marketing Manager
Hayden Allison 0417 303 016
hayden.allison@reece.com

Penelope Corney
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pennycorney@hotmail.com

