

Vinaya Bundhoo

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CAREER PROFILE

A creative and enthusiastic with diverse range of administration and call centre work. Good team player, able to establish both a professional and social rapport with clients and co-workers and use own initiative to achieve company objectives. Excellent computer skills. Versatile and ready to learn new tasks. My aim is to develop a career in where my experience will be further developed and utilised. My specific area of interest is to get more experience by communicating with people from different parts of the world and from diverse background and standard of living.

EMPLOYMENT HISTORY

June 16 - Oct 16

Customer Service Officer - APS Level 4

Human Services Department (Smart Centre)

- Receiving high volume of inbound calls to assist customers with their payments and general enquiries
- Helping customers to lodge their claim online when possible
- Processing income stream and claims of Older Australians and applying procedure, assessing and making fair decisions before restoring payment
- Making assessment base on abilities for Urgent Payment
- Capability to work with minimal supervision
- Maintaining a friendly environment and encouraging continuous improvement and innovation
- Encouraging continuous improvement and innovation
- Maintaining privacy at all times

Oct 15 - 05 June 16

Maintenance Auditor / Client Service Officer

Department of Housing

- Work directly with clients from diverse backgrounds
- Assess situation and follow up with contractors through emails and over the phone
- Processing bond loan as per task-card for rent start clients
- Checking if water bills up to date and no bond loan was taken in the past 2 years
- Promoting online services to tenants and providing information
- Ensuring tenant needs are dealt with sensitively, promptly and within policy guidelines, confidentiality and privacy is observed
- Follow up after work being performed to receive feedback
- Engage in professional and ethical conduct at all times

June 15 – August 15

Freedom of Information Officer - APS Level 3

Department of Immigration

- Preparing, compiling and sorting documents received and assisting with mail openings
- Assembling and maintaining file records and high level of attention to detail is maintained at all times
- Matching copies of documents with the one on system before processing documents
- Accurately record and store documents on Resolve and ISCE systems and sending correspondence as required.

	<ul style="list-style-type: none"> • Ensuring all information on the system is accurate and up-to-date otherwise making contact with clients •Fostering high performance work and adherence • Verifying information to be entered is information on application • Accurately record case notes for all client interactions in electronic systems. • Scanning documents and sending into TRIM • Responding to client enquiries either by phone or email to complex matters where required
May 14 - June 15	<p>Customer Service Officer - APS Level 3 Human Services Department (Smart Centre)</p> <ul style="list-style-type: none"> •Answering high volume of incoming calls to assist customers with their payments, general enquiries •Helping customers to lodge their claim online when possible • Maintaining a friendly environment
November 09 - May 14	<p>Personal Assistant Dr Avnesh Ratnanesan</p> <ul style="list-style-type: none"> •Maintaining and updating accurate records using electronic dairy, mail and computer databases •Organising appointments, meetings which include collating meeting papers and arranging travel itineraries •Coordinating travel and accommodation internationally •Ensuring requests for correspondence are provided in a professional manner and timely manner •Liaising with clients, suppliers and other staff
July 06 – December 2008	<p>Administration Officer Palmerston North Hospital – New Zealand Public hospital - Midcentral District Health Board Responsibilities</p> <ul style="list-style-type: none"> •Handling inquiries such as incoming calls, visitors, patients and doctors •Retrieving patients' file for appointment and sending to other hospitals •Admitting patients onto the hospital computerised data system •Filing of reports and documentation, making sure that they go in the right file •Organizing transport/X-Rays/Ambulance bookings •Checking list of referrals each morning and make new files
April – September 2006	<p>Virtual Support Officer Refugee & Migrant Services – New Zealand Department of Internal Affairs Responsibilities</p> <ul style="list-style-type: none"> •Supporting the newly arrived refugees for 6 months •Provide information and advice to assist refugees to better understand the society • Advocate on behalf of refugees to ensure access to services and resources
October 07	<p>Research International (New Zealand) Door to Door Interviewer for Radio Manawatu – New Zealand</p>

Year 2001 - Nov 2004

Senior Credit Controller

elf gaz (Maurice) Ltd - Mauritius

Responsibilities

- Managing 2 junior credit controllers
- Managing the outstanding balances falling due
- Contacting customers before the balances became overdue
- Collecting debt owing to the company by debtors
- Chasing customers for payment

ACHIEVEMENTS

- Successfully moved from department to department and gained more experience and skills
- Promoted from Secretary to Credit Controller within company through workplace learning
- Awarded "Best Credit Controller" and promoted to Senior Credit Controller
- Successfully coached and mentored staff, setting daily workflow plans
- Successful completion of the National Cert III in School Support Services while volunteering at Primary School
- Successfully created a positive environment within every kids in class
- Receiving compliments and being among the top ten best officers mostly every month

EDUCATION

Year 2015

- Diploma in Human Resources - Online

Year 2014

- Diploma in Customer Service - Online

Year 2014

- Diploma in Tourism Industries - Online

Year 2011

- Diploma in Management - NIOT

Year 2010

- Statement of Attainment in Vocational & Community Engagement – Randwick TAFE

Year 2010

- Statement of Attainment – Skillmax course – Randwick TAFE

Year 2010

- Certificate in Word 2003

Year 2009

- Certificate III in School Support Services – B Online Learning

Year 2007

- Certificate in Refugee Resettlement Support – NZQA

Year 2004

- Certificate in Credit Management & Control - Economic Management Services Ltd - Mauritius

SKILLS AND ATTRIBUTES

Computer Skills

- MS Excel & Word
- MS Windows
- Powerpoint
- Windows XP and Vista
- Microsoft Outlook Express (E-mail)
- Lotus
- SAGE
- PIMS
- SAP
- TRIM
- RESOLVE
- ISCE
- Database
- Galileo for travel

Languages spoken

- English
- French

License

Private Automatic Car

Full Driving Licence - NSW

Transport

- Own Vehicle
- Public Transport

Typing Speed

- 50 words per minute

SECURITY CLEARANCE

Year 2015

•Baseline Security Clearance - AGSVA