

SARAH PALMER

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CAREER OBJECTIVE

I am a creative, pragmatic, big picture thinker, who is conscientious and enjoys working autonomously.

SKILLS & EXPERIENCE

- Accounts
- Orders
- Invoices
- Customer service
- Cash register operation
- EFTPOS
- Sales
- Stock control
- Shop cleaning / Shelf stacking
- Open / close / cash up in shop
- General labour
- Driving
- Packing
- Microsoft Word
- Microsoft Excel
- Writing skills
- Business advisor
- Librarian
- Actor / Musician
- Building WordPress websites
- Using market places and social media
- Creating jewellery

PERSONAL ATTRIBUTES

- Able to work independently or in a team
- Problem solving
- Self-management
- Hard working
- Able to follow instructions
- Initiative
- Willing to learn
- Good presentation

EXPERIENCE

PRESENT

WPWEBSITES

SELF EMPLOYED

- Designing WordPress websites for ecommerce and small businesses

AUG 2014-JUL 2015 & NOV 2015-APR 2017

MCDONALDS POINT COOK VIC & MCDONALDS KWINANA FREEWAY WA

CREATE YOUR TASTE CHEF, BARISTA & CREW MEMBER

- Create your taste chef-making burgers to order
- Crew member kitchen-making burgers, grilling/frying meat, cleaning
- Taking orders cash handling

- Making coffees
- Customer service

OCT 2014-JUL 2015 & OCT 2015-APR 2017

MOBYDISC MELBOURNE VIC & MOBYDISC PERTH WA

SUPERVISOR, DJ & JUKE BOX DELIVERIES

- Delivering juke boxes to private and public venues, setting them up, showing clients how they work
- Driving around to various DJ's at venues collecting money and ensuring everything is ok
- DJ'ing for various private functions around Melbourne

JULY 2012-MARCH 2014

ISENTIA

CLIENT SUPPORT COORDINATOR

- Supporting the newsdesk executives by processing returns, compiling briefs and other administrative tasks

FEBRUARY 2006-MARCH 2011

EAST MIDLANDS BUSINESS LIMITED

BUSINESS LINK ADVISOR TEAM LEADER, BUSINESS LINK BUSINESS SUPPORT ADVISER, TRAIN TO GAIN SKILLS BROKER

- Managed a team of 3 business advisers and 2 Support co-ordinators.
- Conducted face to face and telephone diagnostics with clients from SMEs over 1 day old using diagnostic tools such as a balanced scorecard type diagnostic, Organisational Needs Analysis and Individual Needs Analysis
- Researched and sent relevant information via the best means for the client
- Assisted in implementing a change initiative. New demands were placed on the job and I coached my team through the period of change. Due to my coaching, my team improved and all hit their targets for this area
- Written and delivered presentations for HMRC (Her Majesties Revenue and Customs), a staff focus day, team meetings and at other Business Link events
- The business advisers across the whole of the East Midlands were short of their targets. I devised and implemented a programme for the Northamptonshire team that was backed by my manager and company marketing team to gain more clients. This was successful as we gained more clients that we would have done in an average month.

EDUCATION & TRAINING

2017-2019	Graduate Diploma of Information Management RMIT University
2018-2019	Certificate IV New Small Business Holmesglen
2017-2019	Certificate II Dance Dance factory
2009-2010	NVQ Level 5 Leadership & Management Program Institute of Leadership & Management
2003-2005	Masters of Business Administration-Marketing University College Northampton

1996-1999

Bachelor of music (Recorders)
Birmingham Conservatoire (UCE)

LICENCES & TICKETS

- Drivers License

REFEREES

Can be provided on request