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| EXPERIENCEPlatinum People Group, Vic — *Recruitment Consultant*May 2023 - PRESENTMay 2023– December 2023 (8 months)Recruitment Consultant, Platinum People Group* Successfully managed end-to-end recruitment processes for a diverse portfolio of clients across the mortgage broking industry.
* Developed and maintained strong client relationships, understanding their unique staffing needs and tailoring recruitment strategies to meet their requirements.
* Utilised various sourcing methods, including job boards, social media, referrals, and direct outreach to identify high-potential candidates.
* Conducted in-depth interviews and assessments, evaluating candidates' skills, experience, and cultural fit with client organisations.
* Negotiated offers, managed the onboarding process, and provided post-placement support to ensure candidate satisfaction and retention.

Starfish Swim School, Vic — *Swim Teacher, Receptionist*Sep 2019– Present * Demonstrated exceptional customer service by addressing a wide range of concerns and issues related to swimming lessons, scheduling, and instructor performance.
* Adapted teaching techniques to accommodate the unique learning styles of children, recognizing that every child is different.
* Successfully managed limited class availability and accommodated requests for additional spots through efficient timetable rearrangements.
* Took on additional responsibilities as the trusted weekend manager, overseeing all aspects of swim centre operations, including health and safety standards, staff coordination, and facility maintenance.
* Handled customer inquiries and enrollment requests with confidence, both in person and over the phone.
* Served as the primary point of contact for customer complaints, utilising a calm and empathetic approach to defuse tense situations and find constructive resolutions.
* Developed strong rapport with students of various age groups, including babies, toddlers, children, and adults, showcasing adaptability and excellent communication skills.
* Thrived in high-stress situations, adept at calming stressed customers and addressing their concerns effectively.

Monash Water Polo Club, Vic —Junior Water *Polo Coach*Sep 2019 – Apr 2020 (8 mos)* This was a volunteer role in which I taught and coached two under-14’s water polo teams for Monash University. My focus was on the boys team as we had significantly fewer female players. We travelled to Brisbane and to Bendigo for competitions in which I was also a team manager and was responsible for 14 boys aged 10-15 years. While I felt out of my depth and went in slightly nervous, I rose to the occasion and felt quite accomplished.
* Through this experience I was able to learn how to better manage my time to ensure we attended games on time and had sufficient time to warm up. It also gave me an opportunity to speak to adults in a professional sense as this was
* This role also included some private coaching for the girls’ team to increase strength and stamina. This was done at a public pool and involved both land and water exercises. It required a lot of planning and time management in order to achieve the goals we had hoped to achieve.

Huntingdale golf club Vic —Junior Water *Polo Coach*Jan 2019 – June 2019 (6 mos)* I was asked to be a back-up waitress at Huntingdale golf club when they were short-staffed. This role included setting up rooms for large functions, carrying large amounts of food and helping in the kitchen as a dish-hand. I was also tasked with taking orders for significant numbers of people.
* Here, I learnt the benefits of good communication with my managers and the customers, and how to present oneself in a professional manner in accordance with the occasion and situation. Teamwork and fast-paced decision-making skills were vital to the success of a night waitressing formal occasions. .

Inflatable World Oakleigh, Vic —Floor SupervisorAug 2016 – Dec 2018 (2 yrs 5 mos)* I was tasked with making sure children followed the rules and were safe while playing on the equipment. I also helped cater for birthday parties through serving food and drinks, cleaning and preparing the tables and equipment, and supervising the children.
* We were introduced to many situations where conflict could and had arisen, such as children and parents disobeying rules which prepared me for my future roles, and were given the opportunity to learn how to resolve certain conflicts. The focus of this job was to keep children happy and safe whilst on the equipment or celebrating their party

EDUCATIONSwinburne University, Hawthorn— *Psychology*Mar 2019 – Nov 2022* I was able to maintain my grades throughout all my university despite being online for the majority of the time, averaging a 2.5 GPA. I minored in both criminology and forensic science alongside an elective course in business management where I received a High Distinction.
* Going to University for the first year and a half, helped prepare me for the following years that we would be studying in isolation. I did have to reduce my workload towards the end of 2021 for mental health reasons however I was able to persist through and complete my Bachelor in Psychological Sciences by November 2022

Mckinnon Secondary College — *VCE*2014 - 2018* Through high school, I was a semi-professional athlete, focusing on both completing school and playing for Victoria as the state goalkeeper in water polo. I also had the opportunity to train with Olympians and train for the junior Australian team.
* I was able to graduate high school and complete my VCE.
 | SKILLS* Teamwork
* Interpersonal Skills
* Customer service and sales
* Working with children
* Good communication
* People management and organisation

AWARDS**Cert III German - 2016****CPR Certificate - October 2023****Working With Children Check****ASCTA Swim Teaching Licence****First Aid - December 2023**LANGUAGESEnglish |