

Stephanie O'Neill

Senior Client Relations & Sales Administration

Sydney NSW

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0406 300 217

- Highly adaptive to challenges and new learning experiences
- Works well independently and in collaboration with others
- Excels under pressure and meets deadlines with a reliable approach to multitasking and dedicated customer service
- Friendly and engaging communicator with a willingness to maximize and improve relationships
- Creative and Office/Media savvy

WORK EXPERIENCE

Senior Client Relations Officer & Sales Administration

Mobilia Group Furniture Hire & Property Styling – Botany – NSW – October 2017 to Present

- High level of Executives and Sales Support
- First point of contact managing Key Stakeholders including real estate agents, suppliers, contractors, builders, the media, vendors and owners in a professional and courteous manner
- Project and logistical management, supervising styling assessments, furniture installations, accessibility, re-visitations and warehouse run sheets for up to 10 or more bookings per day
- Daily Accounting with Account Right MYOB, creating Quotations and Invoices, Returns and Credits, following up and finalizing payments, sales and promotions
- Management of a master Client Database, recording a high level of data entry and maintenance in excel, ensuing notices and correspondence of Client Property Installation details, Furniture Expiries, Furniture Collections, Furniture Extensions and Solutions/Complaints
- Diary Management using Office Suites while organizing travel arrangement for pick up/drop offs
- Delegate and prioritize a busy switchboard and email account while supporting the office with general reception, administrative and ad hoc duties

Administrative Officer

Sydney Children's Hospital - Randwick NSW - December 2016 to October 2017

- Administrative support and clerical relief to the Collaborative Care Program within the Short Stay Surgical Unit
- Organize surgical bookings for an extensive waitlist of patients, liaising with the Nurse Unit Manager and executive and medical teams

- Maintaining and scheduling surgeries, file preparation, collection and distribution of paperwork, discharges, medical record transfers as well as bookkeeping and invoicing
Patient/Theatre/Surgical/Anesthetic/Pathology/Pharmaceutical billings and fees
- On demand ad hoc duties including: answering patient and surgeon enquiries, operating busy multi-line telephones, along with transportation and accommodation arrangements for patients and their families
- High level of proficiency in Office Suites with daily use of Microsoft Excel and Outlook, and patient/office reporting systems involving EMR, Citrix' IPM, Powerchart and Surginet, Medicare and Private Health Fund Checks on Thelma and Civica systems, while processing invoicing through Oracle and IProcurement programs
- Compliance of the NSW Health CORE values while remaining up to date with HETI and SESLHD procedures and protocols

Clerical Assistant

Whistler Medical Clinic - Whistler, BC - November 2010 to May 2013

- Performing secretarial duties including answering the telephone, scheduling appointments, opening/generating mail, filing, photocopying and ordering clinic and office supplies
- High degree of customer service operating the front desk and multi-line telephones while greeting and receiving patients, families and out of country visitors, and liaising with numerous hospital departments such as ER, Radiology, Laboratory, the physician offices, purchasing and housekeeping
- Arranging and scheduling specialist appointments for Gynaecology, Neurology and Dermatology, while corresponding with patients regarding procedure details and required paperwork as well as booking follow-ups using hospitals state-of-the-art patient management programs
- Ensuring and maintaining the cleanliness and equipment supply of consultation room
- Generating a variety of correspondence, reports and documentation for the Workers Compensation Board and ICBC
- Managing patient/clinical charges and fees while bookkeeping doctors clinics
- Promoting safe, efficient, and timely patient care

Administrative Officer

St. Michael's Hospital - Toronto, ON – September 2005 – September 2010 ; June 2013 to October 2013

- Independently administer clerical support of both inpatient/outpatient care for clinical staff team including social work, psychology, chiropractic's, obstetrics and the registered dietician's team
- Provide superior customer service for multiple patients during the check-in, registration and referral process ensuring safe, efficient and timely patient care
- Maintain confidentiality and discretion with patient information

- Operating multi-line telephones
- Administrative duties including processing payments for out of country and refugee patient, legal insurance documents as well as answering general patient inquiries
- Computer literate in Electronic Medical Records for patient registration and patient booking programs with extensive use of Microsoft Office's Word and Excel programs

Host & Bartender

Rogers Centre - Toronto, ON - May 2005 to September 2006

- Host, bartender and server in the entertainment luxury suites and Club 200 at the Rogers Centre; home of the NBA Toronto Raptor's and MLB Toronto Blue Jays
- Provided courteous, prompt service to high profile clients ranging from sport teams to large corporate parties as the first point of contact
- High level of customer service and contact for various special events including sell-out concerts and sporting events
- Smart serve certified

EDUCATION

Bachelor of Arts Honors Degree in Communication Studies

McMaster University - Hamilton, ON

September 2006 to April 2009

- Completion of B.A. Honors Degree in Communication Theory and Research
- Educated in meaning, practice, function and organization of communication in media, entertainment, linguistics, societal public figures, audiences and mass appeal, and cultural taboos
- Proficient in multi-media design applications including Photoshop, Web coding, Web design, and Blogging
- Knowledge and Practice of media and entertainment content and strategies within Online Portals and in Social Media

Bachelor of Fine Arts in Image Arts New Media

Ryerson University-Toronto - Toronto, ON

September 2005 to April 2006

- Completion of one year of study in contemporary new media and communication
- Demonstrated theoretical and cultural interpretations of varying media in creative formats and presentations including computer-mediated art work, photography, sound, film and design
- Educated in broad range of multimedia design including Adobe Photoshop, Dreamweaver, Macromedia's Flash, Mac Clip Editor and Powerpoint

SKILLS

Administration (12 years), Receptionist (12 years), Customer Service (12 years), Medical Reception (12 years), Communications (12 years), Advertising (6 years), Marketing (6 years), Microsoft Office/Word/Excel (12 years), Medical Billing (10 years), Scheduling/Bookkeeping/ Invoicing (12 years), Healthcare (9 years), Child Care (10 years), Photography, Artist, Designer, Webpreneur

LINKS

<http://www.shopvoidspaces.com>

[Instagram: @shopvoidspaces](#)

[Facebook: Void Spaces](#)

CERTIFICATIONS/LICENSES

Bachelor of Art Honors Degree

PUBLICATIONS

Shop Void Spaces

<http://www.shopvoidspaces.com>

April 2014

Void Spaces delivers stand-out finishings with a unique line of home decor, accessories, clothing and more. We are dedicated to sharing our fair traded locally sourced and individually handcrafted items which offer a series of exotic yet affordable home decor, apparel accessories and more from the shores of Bali, Indonesia. Our items range from tabletop pieces, displays, wall art, garden and decor accessories, swim and festival wear, beaded jewellery and natural bath products.

VOLUNTEER

- Paediatric Assistant—St Michael's Hospital
- Foster Parent and Volunteer—Bali BARC Animal Rescue
- Child Care—6 months – 12 years of age
- English Tutor –Seminyak, Bali
- Designer for 'Violence Against Women' Campaign—Displayed in the Body Shop, Erin Mills Town Centre
- Senior Girls Basketball Assistant Coach—St Elizabeth Seton Elementary School

References available upon request