21 Capertree Vista, Wellard

0450 649 294

kirstenpatheyjohns@gmail.com

**Career Summary**

Having a background in Travel, working as an Assistant in Property Management, my goal and passion is to get in to the Interior Design/Styling/Architecture/Building industry working in an office in an administration and reception role, where I get to meet people, help and assist where I can, as well as building my foundation in the industry. I am an organised, reliable, proactive person and can work to deadlines, placing attention to detail in my work. I have a natural enthusiasm and excellent customer service and can show empathy to clients, listening and communicating with them and colleagues in a professional manner. I enjoy working on my own and as part of a team

**Qualifications**

* Advanced Excel, MYOB and Xero (course due to finish August 2019)
* REIWA, Sales and Property Management
* Diploma in Interior Design
* Diploma in Event Management Training
* Travel and Secretarial Diploma
* MS Word, MS Excel, Outlook Mail, Apple MAC, Google Office
* CRS systems: Amadeus, Galileo and Sabre
* Adobe Acrobat, Power Point
* Maestro Hotel Reservations
* Property Tree
* MyDesktop
* RentFind Inspector
* Inspect Real Estate

**Personal Strengths**

* Strong IT Skills
* Motivated
* Adaptable
* Reliable
* Proactive
* Problem solving
* Customer care focused
* Team working

**Employment History**

**2018 Imagine Cruising**

**Customer Service**

* Compiling all the paperwork for the final documentation to be sent out to clients
* Answering phone and email queries from clients about their holidays
* Advising clients of airline schedule changes and liaising with the flights team.

**2016 – 18 Ray White, Assistant Property Manager**

**Receptionist / Admin**

* General administration work,
* Ordering stationary, setting up meeting room
* Filing duties on rotating days
* Booking viewings
* Processing Applications and Adding successful applicants to system
* Drawing up leases
* Conducting Property Condition Reports
* Routine Inspections and Final Inspections of property
* Liaising with tenants, owners and trades people about maintenance of property
* Getting documents together for insurances purposes if property has been damaged during tenancy.

**2011 – 13 Noble Caledonia**

**Reservations Consultant**

* Selling specialised cruise & land tours
* Organising paperwork from initial booking through to departure of trip
* Ensuring special requirements, flights, accommodation, transfers are booked & confirmed
* Compiling manifest for trip and sending to suppliers

**2009 – 13 Visa Swift**

**Visa Consultant**

* Advising clients about visas to worldwide destinations
* Booking Holiday and Business travel
* Researching information for work permits and company relocation
* Submitting paperwork to relevant embassies.

**2008 – 09 Global Event Services**

**Project Manager**

* Venue identification and negotiating with venues on behalf of clients for meetings
* Creating proposals and information about city where meeting being held
* Reconciling invoices from suppliers and sending out final invoice to clients

**2005 – 08 Contiki Holidays**

**Administration/Assistant Manager**

* Training seasonal staff on daily tasks in the Basement
* Taking Managerial decisions when the Manager was unavailable
* General administration duties
* Reconciling and balancing days banking
* Booking accommodation on computer system
* Reconciling supplier invoices and sending off to accounts department
* Co-ordinating, booking and issuing flight tickets for staff and clients.
* Selling set itineraries for company products and resorts

**2003 – 04 Travel 2/4**

**Reservations Consultant**

* Use of in-depth knowledge to create bespoke worldwide packages for clients
* Working with client’s restrictions, time frames and budget

**2002 – 03 Temporary Work**

**Reception and secretarial work**

**2001 – 02 Contiki Holidays**

**Customer Service Representative**

* Customer service
* Meet and greet clients
* Answering questions and seeing groups off to Europe
* Booking Contiki holidays and sightseeing day trips around London

**2000 – 01 Lennard Cowan Attorney**

**Reception and Assistant**

* Dealing with clients and legal documents
* Making company and personal travel arrangement

**1998 – 00 Falcon Africa Safaris**

**Reservations Consultant**

* Taking Reservations
* Dealing with clients on telephone and email
* Quoting and making airline and accommodation reservations, transfers and car hire
* Sending travel documents and relevant information about destinations visiting

**REFERENCES**

Suni Ahuja Lisa Kerr

Imagine Cruising Ray White

Customer Service Manage Owner

0433 676 010 0451 519 379

Ben Robinson

Noble Caledonia

+44 (0) 207 752 0000