

SVETLANA ZINOVIEV

Administration Officer

Summary

Highly organised Office Administrator with over 10 years' experience. To obtain full time permanent employment in an administrative capacity where I am given the opportunity to apply my experience and knowledge as well as build on my existing skill set.

Highlights

- Excellent attention to detail
- Strong written and verbal communication
- Highly organised
- SAP and TRIM systems experience
- Microsoft Office including Word, Excel, PowerPoint and Outlook
- InDesign, Photoshop and Illustrator
- Creative mindset

Employment History

SMS Diesel (Hays)

Receptionist

September 2022 (2 days relief) + December 2022 (2 days relief) + January 2023 (1 day relief)

- Answered and transferred incoming phone calls to the Sales Team, Accounts and the Warehouse
- Met and greeted customers at the front desk
- Handled cash payments and assisted with invoicing

IVE Group (Hays)

Data Entry Role

November - December 2022

- Assisted with efficient mass verification of docket numbers, accurately entering batches of these dockets into a company database.

Secure Fire Protection (MatchWorks)

Administration Support Officer

February – June 2019

- Maintained Excel reports, sent management and other colleagues updates
- Answered phone calls in a professional manner
- Succeeded all day-to-day deadlines and KPIs.

City of Ryde (Hays)

Administration Support Officer

January – March 2015

- Assisted the Director's EA with incoming correspondence
- Administered agenda and minutes for various meetings
- Distributed incoming and outgoing mail.

Comcare (Hays)

Administration Officer

July - September 2014

- Acquitted credit card purchases for the Regional Operations Director
- Liaised with the inspectors to organise weekly after-hours roster
- Collated and organised daily ingoing and outgoing mail
- Assisted in the coordination of material for a regional conference.

NSW Environment Protection Authority

Administration Officer, Hazardous Materials, Chemicals & Radiation

February – September 2013

- Electronic document management using TRIM and Adobe Acrobat Professional
- Undertook administrative duties within the section, providing support and advice.

Ausgrid (Chandler Macleod)

Administrative Support Officer

July 2012 – February 2013

- Assisted a Contracts Operations team with different supporting functions
- Utilised SAP for purchase order management
- Managed an equipment maintenance database

NSW Office of Environment & Heritage/Environment Protection Authority

Administration Officer/Branch Coordination Officer/Customer Service Officer

December 2008 – June 2012

- Responsible for taking customer feedback, liaising with the service contractor for the Home Power Savings Program
- Responsible for the administration of marketing material for the Home Power Savings Program
- Maintained existing web pages on the organisation's public website for the Environmental Funding Programs team
- Managed purchase orders using SAP, prepared budget reports, administrated office equipment and booked travel for the Sustainability Programs Division
- Reconciled the Sustainability Programs Division's corporate account for travel and provided support to regional officers and managers
- Provided and coordinated training on the document management system for the Sustainability Programs Division
- Assisted the Section Manager by providing on-time monthly budget reports, arranging and organising section meetings for the Hazardous Materials and Radiation Section

- Provided support and advice to the Hazardous Materials and Radiation Section regarding new systems and equipment
- Provided support to the Branch Director and the Specialised Regulation Branch.

Temping for Various Recruitment Agencies

August 2006 – March 2008

Being affiliated with a small number of employment agencies undertook temporary administrative appointments, including a receptionist placement at **Waterway Constructions, August to November 2006**

- Answered and directed all incoming calls
- Organised interstate travel arrangements
- Managed weekly petty cash
- Located and marked out invoices for external auditors
- Processed numerical data involving spreadsheet formulae.

Environment Protection Authority

Administrative Officer, Hazardous Materials and Radiation

July 2006

- Maintained the document records management system (TRIM)

Volunteer Work

Volunteered to create beautiful jewellery for a charity and worked in a local Salvation Army store.

Qualifications/Education

2014	Foundation Skills for PA's and Executive Assistants, PD Training
2011	Minute Taking, NSW Office of Environment & Heritage
2010	Managing Multiple Projects, Objectives and Deadlines, SkillPath Seminars
2009	Communication: Making Connections, TP3 Sydney
2009	SAP Purchasing, NSW Office of Environment & Heritage
2005	Certificate IV in Digital Media, TAFE Campbelltown College
2004	Bachelor of Arts, Macquarie University

References

Available upon request.