
Dyane Helin

Address: 2139 Maleny- Stanley River Road
Booroobin QLD 4552
Telephone: (07) 5496 3223 (home)
0413 237 968 (mobile)
Date of Birth: 26th April 1972

EDUCATION

2001 Certificate IV in Business of Administration

WORK EXPERIENCE

13th March 2006 to Current

Mellish & Associates

Position: Practice Manager

Current Duties/Responsibilities include:

Receptionist

- Answering incoming calls, taking messages, addressing inquiries, taking book orders, scheduling and diary bookings

Administrative Officer

- Backing up computer files, processing payments through PayPal, EFT, credit card or cheque. Use of Word and Powerpoint to produce documents for consultants. Distributing books, monitoring stationary levels, maintenance for office photocopiers, fax machines, printers

Customer Service

- Processing customer order/requirements, client liaison

Practice Management

- Executive support for Liz Mellish

1st December 2000 to 31st December 2005

Abacus Diagnostics Pty Ltd

Position: Customer Service Supervisor

Current Duties/Responsibilities include:

Receptionist

- Answering all incoming calls, taking messages and forwarding these messages in a timely manner via email, text message or phone transfer.

Administrative Officer

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- Back up to Accounts Department – processing payments from Customers via EFT, credit card or cheque. Ordering office stationary requirements, organising maintenance for all office photocopiers, fax machines and printers. Taking minutes at monthly meetings and distribution to all staff members.

Customer Service

- Processing Customer order/requirements, ascertaining and advising Customers of back order status, maintenance of Customer special pricing, overall responsibility of the data integrity within the mainframe.

Customer Service Supervisor

- Managing the day-to-day processes of the Customer Service department and ensure all reports and duties are prepared when required. Liaising with overseas suppliers to schedule purchase orders, co-ordinate importation of inventory, clearance through Customs and Quarantine, ensuring timely delivery and receipt of inventory onto the accounting software package up to a lot number/expiry date level. Scheduling and organising weekly export of product to New Zealand Company to include MAF clearance and timely receipt. Producing reports/graphs and presenting at monthly business meetings.

Warehousing

- Picking and packing products to include timely and accurate dispatch/receipt of Customer requirements, organising pick up with appropriate couriers and ordering of warehouse supplies. Operating a pedestrian forklift and performing a monthly stock take of all inventories.

Quality Team Member

- Complying with quality manual and ensuring procedures are followed accurately. Implementing improvements where necessary as per the ISO9001 policies and procedures. Reviewing relevant procedures and preparing of paperwork for internal quality audits.

7th February 1990 to November 2000

Dade Behring Diagnostics Pty Ltd

Position: Customer Service Supervisor/Customer Service Clerk/Office Junior

Duties Responsibilities included:

Office Junior

- Typing and faxing communications, relieving Customer Service and receptionist duties when required.

Customer Service Clerk

- Processing Customer order and requirements
- Ascertaining arrival dates of Customer back orders
- Advising Customers of delays
- Receipting all inventory onto the accounting system at a lot number/expiry date level
- Processing credits and compiling data on a monthly basis for analysis
- Organising engineers for electrical checking of new instrumentation
- Computer data maintenance
- Relieving receptionist after hours
- Social club treasurer

Customer Service Supervisor

- Training of two new Customer Service Clerks
- Supervising the day-to-day processes of Customer Service team

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- With Operations Manager, determining policies, strategies and necessary training for the Customer Service team
 - Monitoring and/or proposing procedural changes determined by the ISO 9000 standards, policies and procedures
 - Assisting the Logistics Manager in developing and maintaining systems for analyzing sales history and capturing Customer demand information
 - Utilising purchase order planning systems and establishing guidelines. Planning fortnightly orders based on Customer demand (internal and external), available inventory and existing purchase orders.

December 1986 to October 1988

MacDonalds – Mt Gravatt

Position: Customer Service

Duties Responsibilities included:

- Serving Customers at front counter or drive through
- Cleaning dining area

INTERESTS

- Home renovations
- Gardening and landscaping
- Bush walking
- Rehabilitation of wildlife and animal care
- Conservation
- Soccer

REFEREES

Mr Bruce Evans
Managing Director
Abacus Diagnostics
0408 768 424 or (07) 3848 6898

Mr Mark Warbuton
Sales Director
Abacus Diagnostics
0408 384 038 or (03) 9855 2254

Ms Lisa Perkins
Marketing Manager
Abacus Diagnostics
0417 768 424 or (07) 3397 0779