

SHAMIMA KUTTI  
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I seek a challenging, intellectually stimulating position, with an organisation that recognises the value of a hard-working employee and encourages initiative.

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## QUALIFICATIONS

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First Level 2  
St John Ambulance Australia  
Mental Health First Aid Certificate  
Bachelor of Arts – Double Major in Psychology & Criminology  
Monash University  
Advanced Diploma – Accounting  
Chisholm Institute of TAFE

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## SKILLS

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- Excellent organisational skills and competent in a broad range of administrative procedures; including accounting and financial tasks (Income, cash flow and relevant statements and management reports) and file management.
- Ability to manage time and work unsupervised.
- Motivated to plan complete and tasks thoroughly and accurately including follow up.
- Hardworking and take pride in achieving a job well done.
- Uphold the ethics of punctuality, honesty, reliability and confidentiality.
- Quick to grasp detailed instructions and unfamiliar methods of a procedure or policy.
- Develop and implement financial strategies in response to changes in economic reforms.
- Proficient in Software Use – All Microsoft packages, MYOB, QuickBooks, Maximo, MFGPro, SAP, Oracle, Spreadsheets, Emails and Web Browsing.
- Empathy and understanding of all cultural and socio-economic backgrounds

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## PROFESSIONAL EXPERIENCE:

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### Strikeforce AMC

**Nov2022 – Jun2024**

Working as a merchandiser installing cartology, data collection and other marketing tasks to enhance marketing of products in retail stores including Woolworths, Coles, 7 Eleven and other outlets in the southern region of Victoria. Using several apps to download data useful for marketing stakeholder products within stores.

### Startek Australia

**Nov2021 - Feb2022**

Casual full-time position for all inbound customer service calls enquiries for 'The good Guys' platform working from home.

### Serco – Department of Human Services

**Apr 2021 - Oct 2021**

Booking vaccination appointments for all inbound callers who are being vaccinated in the current COVID19 climate using multiple computer systems on a casual basis working from home.

**Australian Bureau of Statistics**

**Data Acquisition Officer**

**July 2018 - May 2021**

Undertaking statistical operations work where tasks include: undertaking telephone contact with businesses selected to participate in ABS surveys; entering and retrieving data; registering business contact using specific computer systems and following PCU standard business processes.

**Skills:**

Effective written and oral communication skills - ability to make and answer phone calls professionally, treating callers with courtesy, respect and commitment to treat information in a confidential manner and your ability to draft routine correspondence with clear and concise language.

Basic numeracy - ability to add, subtract, multiply and divide numbers and generate percentages.

Basic analytical skills - ability to scan information to recognise problems and assist in the identification of appropriate solutions.

Ability to use computers - ability to work in a Lotus Notes computer environment with several application concurrently.

Good team work skills - commitment to get along with others, share information with team members, and to maintain a positive and healthy working environment.

Ability to organise yourself to meet work deadlines - responsibility for the completion of work within timeframes and quality requirements, and seek help from others when needed and plan and manage your own workload with the ability to prioritise your work.

**ST Vincent De Paul**

**Duty Manager**

**May 2019 – Dec 2019**

Ensure deliverance of high customer service skills

Strong focus on sales meeting and increasing KPIs target in comparison to last year's figures.

Manage staff to comply with all procedures and to complete all end of day procedures to a satisfactory level

Build and maintain a team that provides strong coverage and a positive culture.

Plan workload and store standards in order.

Adhering to all leadership policies within St Vincent's mission and values.

**Crossmark Australia Pty Ltd**

**Sept 2013 – Mar 2019**

Data acquisition marketing at different sites including photos on online database as a field agent and grocery agent.

Demonstrator with Electrolux products & data acquisition at different sites including photos on online database

**Retail Safari Pty Ltd**

**Sept 2013 – Mar 2019**

Demonstration - set-up high traffic area for customer sampling, inform and develop sales.

Merchandising - build planograms and displays for retail outlets including Woolworths, Coles, Big W, Target, Kmart, Priceline and petrol stations around the south-eastern region of Melbourne.

Brand ambassador – brand awareness to potential customer and promote increased sales

Mystery shopping - observe, evaluate and report feedback to management to measure service and assist client to improve and increase sales through customer service awareness

**Skills acquired:**

Persuasive communication style

expert in negotiating

Merchandising expertise

several tactical set-up instore

Sales experience  
Fast learner  
Flexible & timely completion of all scheduled work  
Proficient decision-making and problem-solving skills

exceeding target KPIs  
various products campaigns  
ability to work under pressure  
attention to detail

#### **Australian Bureau of Statistics**

##### **Data Processing Officer**

**Sept 11 - June 12**

My role required accurate data entry into coding contribution towards the Census 2011. I was responsible for processing data. in the following area. This role appropriated a one-year contract.

##### **Census Collector**

**July 2011 - Sept 2011**

In conducting the enumeration process

- Administration of all forms; delivery and collection of all relevant forms to all allocated households.
- Liaise with managers/owners or other nominated people in non-private dwellings (hotels and motels) and supply including retrieval of materials as required;
- Ensure confidentiality and security of all Census forms and material
- Check all forms for completeness, resolved and assisted any complications and submission of all collected forms to Area supervisor
- Training and debriefing for required role.

#### **B.M.K Australia Pty Ltd**

##### **Retail Sales Territory Manager**

**Nov 2007- June 2010**

##### **Accounts/ General Office Manager**

**Oct 2005- Nov 2007**

- Initially employed in accounts receivables role and allocated full function office manager
- Promotion to sales manager in November 2007.
- Maintain and develop BMK's customer base (250+) via phone and personal sales visits by cold calling potential and existing customer maintenance.
- Invoicing orders and allocating claims including all bookkeeping functions as requested.
- Maintain customer and price data files internally and communicate price changes to retail customer; ensure stock allocated to customers and arrange prompt delivery to all customers.
- Assist sales director in development of marketing plans via sales brochures, incentives and demonstrations; P.A back up to the sales director for issues relating to all sales division.
- Liaise with suppliers on matters relating to BMK and the retail customer base.

#### **Volunteering - Treasurer**

##### **2002: Waverley Foothills Preschool Mulgrave**

My main duties involved all bookkeeping functions in Quick Books throughout the year included banking, payments and fees receipts and all administrative duties. I, also prepared the end of year financial reports for auditing and was complimented on maintaining an excellent record of account.

#### **Referees**

Donna Cottle  
Contact No: 0428 320 980  
National Field Manager  
Crossmark Australia  
1/582 Burnley Street  
Richmond VIC 3121

Kylie Muscat  
Contact No: 0412 339 429  
State Support Manager  
Retail Safari Pty Ltd  
2 Capital Blvd  
Wantirna South VIC 3152

Heath Harper  
Contact No: 0400 669 483  
APS level 5  
Australian Bureau of Statistics  
Nina Link Drive  
Dandenong South 3175 VIC 3144