



MAEVE O'LOUGHLIN

29/06/1993

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7/2 GREENLEES AVENUE, CONCORD

EXPERIENCE

Client Liaison Officer, Contract Administration – NSW Transport

Sep 2022 – Current (Burwood, NSW)

- Experience with a range of software programs and record management systems such as SAP, HP manager (Trim), Ariba workspace, objective, Microsoft office package and Microsoft teams to efficiently progress tickets and solve client's issues.
- Deliver high volume end-to-end customer focused procurement services via a range of computer systems and technologies that meet agreed standards, operating procedures, and performance targets.
- Knowledge management: Create work instructions relevant to the contract administration tasks for fellow staff to refer too, adhering by governmental guidelines and templates to ensure the information is relevant and appropriately displayed in a coherent and efficient manner.
- First point of contact for transactions support and escalation of procurement related customer and supplier enquiries. Provide accurate information to customers and suppliers, resolve customer and supplier enquiries by taking ownership of identifying issues, assessing needs, troubleshooting, and escalating/re-directing if required, to ensure the provision of accurate information.
- Identify customer issues and/or process flaws, apply critical thinking to troubleshoot and determine correct course of action, utilise networks and relevant resources to work towards a solution.
- Communicate information effectively to colleagues and customers via a range of methods, including in written and oral forms. Build rapport and identify the most appropriate communication channel and tailor messaging to the specific circumstances and audience.
- Taking minutes at team meetings

Team Leader, Contact Tracer - Infection Prevention, Western Health

Oct 2021 – June 2022 (Footscray, Victoria)

- Oversee, investigate, and manage any COVID19 related issues regarding staff and patients over 6 hospitals and other sites within Melbourne's West
- Liaise with a diverse range of stakeholders including senior leaders, medical staff, operational and line managers through meetings, phone calls and emails
- Directly managing and supporting a team of health care professionals and delegating tasks dependent on skill levels and time
- Ongoing training and support for the team due to the nature of COVID, protocols were changing almost daily
- Daily zoom meeting with key stake holders including the infection prevention team and Infectious diseases team to discuss relevant COVID 19 cases within the hospital and current hospital protocols and procedures
- Making logical and timely decisions to diffuse any COVID related issues for patients/staff in the hospital and advise staff on wards how to best manage time sensitive situations
- General IT support for colleagues and use of different software programs used by the hospital
- Proficiency with computers and MS Office package especially teams, outlook and excel

- Conducting staff interviews in a professional manner that reflects emotional and cultural awareness to ascertain how an individual acquired COVID and discuss with them the management plan
- Understanding and following current COVID 19 guidelines and protocols within the hospitals and constantly reviewing, evaluating and streamlining these
- Using a range of software programs to gather information, analyse scenarios and advise best action to minimize the risk of transmission and exposure of the infectious disease
- Planning, managing and prioritizing workloads in the office and experience with remote working from home

Dental Hygienist, MyDental on Prospect

Jan 2019 – Dec 2020 (Adelaide, Australia)

- Working independently to diagnose, manage and treat patients oral health issues (a strong emphasis on preventative care also, occasionally having a dental assistant working alongside me)
- Taking radiographs including bitewing and periapical
- Full periodontal charting including recession, pocketing, bleeding, furcation's and mobility
- Routine hygiene maintenance for new and returning patients including patients undergoing orthodontic treatment, patients with implants, dentures and cosmetic treatment
- Management for patients with periodontal disease and creating treatment plans alongside the dentist, the responsibility of advising patients when their disease needs to be attended to by a specialist but still returning to myself for ongoing maintenance
- Oral health instruction for every hygiene appointment with the use of an intra-oral camera, hand mirror, diagrams, templates and models
- Discussing chemotherapeutics for patients and advising them on necessary products tailored to their individual needs
- Administration of oraqix solution on a need's basis for patients

APS 2 Service Delivery Officer - Client Account Services, Australian Taxation Office

Mar 2020 – August 2021 (Adelaide/Melbourne, Australia)

- Assisting clients with their queries through inbound and outbound calls, using government scripting and programs to problem solve and find the relevant information in a timely manner
- Resolving client enquiries or issues whilst maintaining a positive impression of the ATO through excellent customer service skills
- High standard of integrity and privacy for clients, understanding the importance of passing proof of record ownership before discussing confidential information
- Using a range of software programs to gather information and pass security clearances for client information
- Outbound correspondence with clients through phone, SMS, email or letters, using correct templates for clients and tax agents
- Planning, managing and prioritising workloads
- Processing important documents that have been suspended in the system, finding the issue, and correcting it for the form to process (for example an income tax return and there is missing details)

EDUCATION

Diploma in Project Management • 2022 - Present • NSW Tafe, Sydney

Graduate Certificate in Public Health • 2021 - Present • Deakin University, Melbourne

- Accepted into a summer course 'Community Participation in Public Health' held by an Indonesian University, completed 21st – 31st of July 2021

Advanced Diploma of Oral Hygiene • 2017 - 2018 • Tafe SA, Gilles Plains

- Certificate IV Dental Assisting: Radiography (Tafe SA, Gilles Plains)
- Certificate III Dental assisting (RMIT University, Melbourne)

TEFL (Teaching English as a Foreign Language) • 2019 • International TEFL Academy

CERTIFICATES AND MEMBERSHIPS

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| - AHPRA registration | - Radiography License |
| - Working with Children Check | - Dental Indemnity insurance |

VOLUNTEERING

State Library of South Australia: English Language Learning Improvement Service

- I offered my guidance through one-on-one tutoring sessions for non-native english speakers to improve or learn English.

Adelaide University: Talking with Aussies

- A program designed to help connect international students with residents of Adelaide.
- Weekly meetings with my student to improve their English skills, social interactions and assisting them to become accustomed to the Australian way of life.

INTERNATIONAL LEADERSHIP EXPERIENCE

IVHQ South Africa: Dreams to Reality (Childcare Assistant and Surfing Instructor)

- I partook in an overseas volunteer program for three weeks in 2015 in Muizenberg, South Africa.
- I supported disadvantaged children of all ages with surfing lessons, water activities and childcare services.

Camp America: Henry Kauffmann Campgrounds (Lifeguard and Swimming Instructor)

- From June 2015 till August 2015, I worked as a Lifeguard and Swimming instructor in New York, USA.

REFERENCES

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