



ZARA WASHINGTON

CONTACT

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PERSONAL SKILLS

PROFESSIONAL

MAINTAIN POSITIVE
WORKING ENVIRONMENT

TIME MANAGEMENT

CUSTOMER SERVICE

ADAPTABLE / QUICK
LEARNER

REFERENCES

AVAILABLE UPON REQUEST

About Me

I am a reliable, hard worker and am very capable of learning new tasks and concepts. I have great interpersonal skills and can work efficiently both in a team environment and on my own. I can quickly adapt to new computer programs and software and have experience using Microsoft (word, excel, outlook & powerpoint), Traacs, Adobe, Foxit, Equip and Visual Care. I am constantly reading and looking for opportunities to learn and improve myself. I take constructive criticism well and see the value that taking this on can bring. I seek help when needed to avoid making errors and raise any issues with the appropriate person so they can be resolved

Experience

PROBE CX

Customer Care Consultant

July 2023 - October 2023

Core Skills:

- Answering high volumes of inbound calls in a call centre environment
- De-escalating phone calls with aggressive / irate customers
- Displaying empathy
- Following scripting and processes
- Provide concise and clear information
- Multitasking while actively listening and responding to customer enquiries

HONEYCOMBES SALES & SERVICE

Service Advisor

October 2022- April 2023

Core Skills:

- Making bookings
- Invoicing
- Understanding and relaying information on mechanical issues
- Customer service / communication
- Identifying and implementing strategies to improve productivity and organisation,
- Banking

RIGHT AT HOME FNQ

Finance & Administration Officer

December 2020 - October 2022

Core Skills :

- Entering Invoices
- Account Reconciliation
- Rostering
- Creating Ezidebit Forms
- Handling high volumes of phone calls
- Problem solving
- Managing third party compliance (this involved creating registers and service agreements)

ST JOHN'S COMMUNITY CARE

Finance & Administration Officer

Feb 2020 - Dec 2020

Core Skills :

- Multitasking
- Answering Phone Calls
- Working to Deadlines
- Banking
- Third Party Compliance
- Transcribing
- Stocktake & ordering
- Mail

MCDONALDS ATHERTON

Casual Employee

Aug 2019 - Nov 2019

Core Skills:

- Customer Service
- Use of Tills
- Stocktake
- Time Management, Working in fast paced environment

GILLIGANS HOTEL & RESORT

Casual Bar Staff

Oct 2021 - Feb 2022

Core Skills:

- Working Tills (Ensure correct amount entered into system so that cash on hand will match records),
- Responsible Service of Alcohol
- Working in a very fast paced environment
- Working under pressure



Education

CERTIFICATE III IN BUSINESS - ARC TRAINING

COMPLETED 2020

FIRST AID & CPR

COMPLETED 03/02/2023