Stephanie Giannoulis

Date of Birth: 1 April 1988

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Nationality : Australian/Greek

Education

Tara Anglican School for Girls High School Certificate-2005

FH Wiesbaden Germany– International Exchange 2008/2009

Bachelor of Business - Southern Cross University Graduated April 2011

Bachelor of Arts (Major in Spanish) – Graduated December 2023

Tefl (Level 5) – The Tefl Academy – TBC March 2024

Awards Received

Tiffany Boydell Encouragement Prize for a Year 7-10 student showing great perseverance in academic effort-2002

Core Computer Competencies as acquired by School Certificate8 Syllabus – 2003.

Towards Leadership Program, Leadership Training -2003

Peer Support Certificate -2004

Sound Crew 2001-2004

ABW (Australian Business Week), Member of the winning team in all of Australia for the promotional presentation in ABW Online Program 2 – 2004

Honest Endeavour Award-2005

2008 University Careers Expo Volunteer

MYOB Basics Short Course Completed November 2010

Colleague Recognition Program Winner - Zurich September 2013

Colleague Recognition Program Winner- Half-Year - Zurich (awarded September 2013)

Work Experience

**October 2022 – Present**

Auxiliar de Conversacion (English Teaching Assistant)

CEIP Guadalquivir

* Assist in the teaching of bilingual subjects such as Science and Physical Education.
* Assist in lesson planning
* Assist in planning bilingual and special language days such as Christmas. Easter, St Patrick’s Day and Anglo-Saxon Days.

**February 2017-July 2022**

*Mobi Super*

Account Manger 2017-2020

Team Leader 2020 - 2022

* Assisting with finalising members accounts
* Attending to customer queries and issue resolution on a daily basis
* Dealing with internal and external stakeholders
* ad-hoc administration tasks
* Managing Staff roster and leave
* Task Allocation
* Meeting deadlines

**August 2014-Dec 2018**

*Box Hill/Nelson Progress Association*

Secretary

* Taking and Preparing minutes of the committee meetings
* Assisting President with itemised Agenda
* Communication with committee members regarding developments.
* Liaising with the treasurer in regard to the Collection of membership fees.

**October 2015 April 2016**

*Delphi Bank*

Relationship Officer

* The processing of loan applications
* Completion of daily morning reports
* Assisting the Relationship Managers with submissions for approval.
* Assisting in managing the pre-post settlement processes.
* Attending to customer queries.
* Ad hoc administration tasks.

**May 2011- October 2015**

*Zurich Australia*

New Business Consultant

* The process and initial completion of New Business Applications
* Daily basis communicating with Advisers and other Customer Service Departments in order to process case completion
* External and Internal Query/Issue resolution
* Ad hoc administration tasks.

**July 2010- December 2010**

*VC Marketing*

Administration/ Mail shop Assistant

* Procurement
* Order processing
* General clerical/reception duties
* Organising mailouts

**November 2007-June 2008**

*Woolworths Limited – Runaway Bay QLD Store*

Service Cashier

* Customer service
* Order processing
* Cash handling
* Checkout duties

**January 2006- June 2006**

*John De Mestre and Co.*

Clerical Assistant

* Reception/clerical duties
* Attending court and assisting counsel
* Organisation of conferences
* Liaising with other law firms, organisations, government agencies.

Skills

*Computer Skills:*

* Operate effectively within a desktop environment
* Advanced Knowledge of Horizon Content Manager System.
* Knowledge of Microsoft Programs and Windows Operating Systems.
* Advanced Skills in Microsoft Word and Microsoft PowerPoint
* Basic Working Knowledge of Microsoft Excel and Microsoft Access
* Advanced knowledge of Life 3 Mainframe
* Horizon/Content Manger System
* Internet/Intranet communication skills, including use of e-mail, such as Lotus Notes, Outlook

*Communication Skills:*

* Telephone Skills -
* Administration Skills-
* Dealing with internal and external stakeholders queries and concerns.
* Dealing with all levels and management

*Customer Service Skills*

* Dealing with clients, making sure that their needs are met.
* Making sure queries are answered correctly and handled in an efficient and effective manner
* Friendly Manner

*Languages*

Fluent Greek, Intermediate Spanish. Basic German