

Helen Bocking

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OBJECTIVE

I wish to participate in a role which is challenging and fulfilling, and where I can successfully apply my existing knowledge and transferable job skills.

EXPERIENCE SUMMARY

Unit Tutor, Queensland University of Technology (QUT)

February 2017 – Current

Tutoring undergraduate students. Helping them to understand core unit content, and supporting students with their assignments. Leadership and public speaking to large groups of students. Coordinating and corresponding with unit co-ordinators, fellow tutors, QUT staff and stakeholders to ensure the best learning experience for the students.

Administration Assistant, Daklen Building Group

November 2015 – Current

Monitor and process accounts payable, accounts receiving and payroll. Lodge and amend building contracts. Liaise with clients, subcontractors and insurance agents to ensure a clear line of communication whilst adhering to specific time related targets. Responsible for marketing duties, including website maintenance and social media strategies.

Research Assistant, University of Queensland (UQ)

January 2017 – February 2017

Project research - Gathering budget information via quotes and justifications. Compiling Chief Investigator profiles and inputting all data into the RMS system. Administration duties, including following up quote requests, missing data and correctly formatting information for input.

Administration Assistant, Queensland University of Technology (QUT)

September 2016 – December 2016

Assisting the research team with editing and formatting project documents. Liaising with stakeholders to ensure consistent and cohesive configuring. Referencing checking and amendment.

Office Manager, The Fish Shed

2007 – 2013

Managing daily office activities; including stock procurement, accounts payable, payroll and compliance with Food Standards, Health and Safety, and Government regulations on the premises. Website development, general small business marketing and local advertising. Customer service officer for the business and public relations coordinator; including complaint handling, group workshops and public speaking. Relief shop manager, afterhours supervisor, staff trainer and roster planner. Career achievement: effectively increasing the average in-store customer spend by a 40% margin. Successful implementation of processes which continue to yield profitable ROI for the small business.

CORE COMPETENCIES

- Strong Customer Service Focus
- Web & Print Content Development
- Social Media & SEO Proficient
- Photographic & Video Content Experience
- Committed to Lifelong Learning
- Exemplary Time Management Skills
- Flexible & Adaptable Team Member
- Professional Autonomy

CORE SKILLS

- **Exceptional attention to detail.** Tasks are completed in an efficient and professional manner, whilst effectively managing changing priorities.
- **Thrives on leadership and goal-driven projects.** Cultivates motivation, productivity and supports employees to meet high performance levels.
- **High level of communication skills;** including telephone, point of sale and electronic communications such as email and social media.
- **Practiced in office administration elements,** including; applying bookkeeping systems, processing accounts receivable/payable, calculating wages, stock procurement/audit and business specific technology/systems.
- **Strong customer service focus** when conversing with patrons. Confident in handling enquiries and complaints.

EXPERIENTIAL ACHIEVEMENTS

- **Accomplished work history in multiple industries which allows for practical and applied knowledge.**

I have had a varied work history which has allowed me to gain many transferable skills from different industries and levels of business. Often these roles have comprised multiple areas of proficiency, including elements of marketing, management, accounting, customer service and product/service development. Thus, I am well-versed in numerous areas of business strategy and business development processes.

- **Extracurricular involvement in QUT unit design process for AMB240 (QUTopia).**

Contributing member in the AMB240 unit redesign project, where my contributions were chosen as core changes, and applied into the new unit structure. Continued involvement as a tutor for this unit, for which I am passionate about.

- **Continued investment in core learning and attainment of new transferable skills that adds value.**

I pride myself on my willingness to try new things, and to continually learn new skills and philosophies which help to make me a more competent person. Moreover, my creative nature adds value to these skills, as I can combine analytical knowledge with creative thinking to achieve innovative and resourceful outcomes.

- **Public speaking and teaching.**

In previous roles, I have been staff training coordinator, relishing any opportunity to host learning activities, talks and demonstrations. I find this social involvement with small and large groups both personally fulfilling and very rewarding. Additionally, I have independently coordinated many workshops, including extracurricular school events, women institute events and community learning events talking about and demonstrating the art of sushi, fish preparation, home cooking skills and travel topics.

- **Encouraging community learning and social involvement.**

I have volunteered for many community projects including; *Around the World in 80 Dishes*, a local educational event for people to sample cuisine from around the globe, and *Joy of Food*, which focused on teaching practical and nutritious basic cooking skills to young people and disadvantaged groups.

TECHNICAL EXPERTISE

- **Academic Systems** – RMS, ARC, Google Scholar, SPSS, SPSS AMOS 23, Qualtrics
- **Office Systems** – Microsoft: Outlook, Word, Excel, OneNote, PowerPoint, Publisher. Google applications: Sheets, Docs, Slides. Adobe Reader, Dropbox, OneDrive, Skype/Zoom, Xodo (PDF Marking)
- **Audio Visual systems** – iMovie, Adobe Photoshop, PowerPoint, File Factory
- **Business Systems** – Xero, Ensureflow, WordPress, Serif applications, FileZilla, HMRC-PAYE

EDUCATION

- 2018 – Current **Queensland University of Technology**, Brisbane, Australia (PhD Research Candidate)
- 2017 - 2017 **Queensland University of Technology**, Brisbane, Australia
 - Bachelor of Business: First Class Honours – Marketing (GPA 6.875)
- 2014 – 2016 **Queensland University of Technology**, Brisbane, Australia
 - Bachelor of Business: Marketing with Distinction (GPA 5.895)
- 1997 – 1999 **Easton College**, Norwich, UK
 - National Diploma: Animal Care (Awarded with Merit)
- 1993 – 1996 **Smithdon High School**, Hunstanton, Norfolk, UK
 - GCSE's (Completed)

REFERENCES

- Rebekah Russell-Bennet QUT Business School – Professor of Marketing
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- Eric Passfield Daklen Building Group – Administration Coordinator
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