KATHERINE QUIRKE

Professional Summary

Accomplished business support Administrator with more than a decade of experience assisting staff at all levels and their teams, focusing on both internal and external customer service.

Outstanding track record in addressing issues, optimising business processes, enhancing internal and external customer satisfaction, and managing correspondence, reports, and documentation for corporate operations.

I have a strong technology background and a natural aptitude for quickly mastering any software program. Many software applications share similar methodologies, which allows me to adapt and learn quickly and efficiently.

Current

Tranquil Group
Administrator
REMOTE
February 2025 - Present

- Business process development
- Research
- Mail merges/distribution
- Online file organisation
- Report updates/formatting/template creation
- Spreadsheet design (excel & Google Sheets)
- Google Workspace all core apps + more
- Data Entry/Record management
- Spreadsheet design
- Flyers & presentations
- LinkedIn business updates
- Website updates/maintenance/blog updates

General Skills

- Efficient and organised
- Report writing and/or preparation
- Office Administrator
- Business Administration
- Meetings co-ordination and minutes
- Technically adept across a wide range of software products
- Diary Management
- Office Management
- Business Management
- Training Co-ordinator
- Record keeping
- Customer relations
- Documentation management
- Quality Assurance
- CRM Processes
- Blog writing
- Correspondence (email)
- Project Management
- Strategic Management
- Internal & External customer management/support
- Independent/ minimal supervision worker
- Team worker
- Active listener
- Purchasing
- Invoice payments
- Compassionate/empathy
- Risk Management
- Information Technology
- Customer support
- Internal and external customer liaison
- Fast learner
- People Management
- Website maintenance

Virtual Assistant
REMOTE
Oct 2024 - Present

Providing a range of virtual assistant services:
- Organising and replying to emails
- Diary/timeline management
- Blog article writing
- Wordpress updates
- LinkedIn business updates
- Logo design
- Online file organisation
- Report updates/formatting
- PDF & Powerpoint Presentations
- Intranet updates/creation
- Business templates
- Travel arrangements
- OneNote creations/templates
- Record management
- Spreadsheet design
- Data Entry
- Voice recordings
- Research
- Mail merges/distribution
- General word processing
- Meeting attendance & minutes
- Canva for videos, flyers, presentations, images

Bewitched Angel
REMOTE
Jan 2019 - Present

Create and maintain an online store selling tangible and intangible products. Skills utilised for this include:

- Customer Support
- Product listing and SEO
- Shopify Web Design/Maintenance
- WordPress Blog Design/Maintenance
- Article writing
- LinkedIn business prescence updates
- Online Marketing Utilising Social Media & Google
- Adobe Photoshop
- Canva for images, social media design, and video design
- General Administration/Order fulfilment

_____
Work History

RACP – **Examinations Coordinator, Divisional Clinical Examinations**

Software Skills

- **Microsoft 365:**
  - Excel
  - Word
  - Powerpoint
  - Outlook (Calendar & Email)
  - ToDo
  - OneNote
  - OneDrive
  - Sharepoint
  - Planner
  - Lists
  - Teams
  - Skype

- **Adobe**
  - Photoshop
  - Lightroom
  - PDF Editor

- **Other**
  - PDFXChange Editor
  - Google Workspace core apps
  - Trello
  - Todoist
  - Zoom
  - Wordpress
  - Accelo

- **Social Media**
  - Facebook
  - Instagram
  - Tik Tok
  - LinkedIn

HYBRID, SYDNEY, NSW
07/2024 – 10/2024

- Manage timelines, processes, communications, and documentation for examinations.
- Maintain records of candidate details, applications, and results to ensure accuracy and reliability of information.
- Manage candidate withdrawals, special considerations and other requests as required.
- Provide general administrative support across Assessment Services as required.
- Initiate and streamline processes.
- Create a dedicated Sharepoint "Intranet" for the team.
- Create Team Wiki.
- Implement the use of Planner for managing timelines.
- Travel arrangements for staff and candidates.
- Diary & timeline management.
- Training documentation
- Training facilitation (virtual)

MPN Group – **Business Administrator/Quality Assurance Co-ordinator**
REMOTE, SYDNEY, NSW
08/2021 – 06/2024

- Identify business improvement and initiate process change
- Management of internal Quality & Integrated Management System
- Report management/creation for the accounts team
- Meeting minutes
- Internal training support – video, documents, face to face
- Writing of internal policies
- Management & overseeing the day-to-day business administration
- Accelo project management software administrator
- Create & manage company Intranet on Microsoft 365
- Manage/organise team events and team meetings
- Arrange travel for staff within Australia
- Staff On-Boarding and training
- Business Invoicing and unpaid invoice follow-up
- Canva for flyers and marketing
- Utilisation of Trello for marketing management
- LinkedIn updates for business

AUSTRALIAN PROPERTY INSTITUTE (API) – **Standards and Compliance Coordinator**
REMOTE, SYDNEY, NSW

Education

02/2021
My Online Training Hub
Sydney, NSW
COMPREHENSIVE EXCEL TRAINING

02/2019
Allens Training
Sydney, NSW
CONSTRUCTION WHITE CARD

11/2017
Inspire Education
Certificate IV Training & Assessment

05/2012
Intellitrain
Certificate IV Mortgage Broking

10/2002
The University Of New South Wales
Sydney, NSW
Master of Business and Technology

1995
South Western Institute Of TAFE
Macarthur, NSW
Associate Diploma in Business

08/2020 – 08/2021

- Project management of 40 standards for Australia and New Zealand, involving closely working with stakeholders in both countries.
- Project management/project coordination of multiple standards and compliance projects
- Create and manage regular reporting requirements to Board, General Manager and CEO
- Proofreading of Standards, Guidance Papers and other reports/ submissions.
- Provide interpersonal, written and verbal communication between internal and external stakeholders
- Build new and streamline existing processes utilising Excel including team educational guidance sheets
- Team coordination/management (administration)
- Review of existing professional documentation
- Multiple internal and external stakeholders
- Monitor and manage risks within the API Risk Management Framework
- Coordinate the preparation of the annual budgets for the team working with the GM Finance and COO
- Internal register management

CPB CONTRACTORS - **Administrator/Training Co-ordinator, Tunnel Completions**
HYBRID, SYDNEY, NSW
11/2019 - 05/2020

- Produce User Familiarisation and Training documentation
- Manual updates
- Liaise and coordinate training with internal and external trainers
- Reporting to Asset Trustee of WestConnex
- Create and maintain a training tracker including attendees
- Project team & commercial administration
- Manage training calendar
- Liaise with internal and external stakeholders
- Present overview training components to external trainees
- Create online training solutions during Covid-19 to ensure timely delivery.
- Advise and assist in the effective access of documents on the company website
- Retro-create existing documentation

CPB CONTRACTORS, M&E - **Site Administrator/Office Manager**
SYDNEY, NSW
02/2019 – 11/2019

- Facilitate/project manage and coordinate site move for a team of 30 staff and all equipment and furnishings (3 times during employment)
- Meeting/diary management & coordination
- Checking and maintaining project documentation
- Report writing/submission
- Tracking and filing of project & staff records
- Obtaining relevant approvals for project requests
- Record access via Acconex/Incite
- Manage external support services
- Project team & commercial administration.
- Manage and produce daily, weekly and monthly reporting
- Place orders and initiate invoice payments using JDE
- Manage various registers
    - Record keeping (multiple)
    - Facilitating team needs
- Meeting minutes and bookings
- Creation of contractor and project team rosters. Office Management

DYSON AUSTRALIA - **Customer Care Administrator**
TAREN POINT, NSW
06/2015 - 12/2018

- Prioritise daily administration tasks for timely daily deadlines
- Collate customer information for outgoing email correspondence
- Update and streamline administration
- Reporting and correspondence to ACCC and Fair Trading inquiries
- Update and maintain customer records on CRM
- Data checking to ensure compliance
- Respond to customer email inquiries
- Customer refunds
- Internal customer training: facilitation & on the job training
- SAP
- Liaise with key management to ensure business outcomes
- Ensure data accuracy and digital filing
- Proficiency in customer relations through live escalations
- Internal liaison as per internal procedures
- Respond to high volume incoming customer calls and make outgoing customer calls
- Team newsletter

POTENTIAL TIME PTY LTD - **Consultant/Director/Manager**
SYDNEY, NSW
01/1997 - 12/2022

- **Web Design Consultancy**
  2011-2022

- **Business Support Training Consultancy**
  06/2008 – 06/2014

- **Art Gallery/Picture Framing/Giftware Shop**
  05/2003 - 01/2010

- **Various Contract work within the IT Industry**
  01/1997 - 04/2003

Accomplishments

- Streamline business processes
- Design new site office layout and move 29 staff 3 times in 9 months
- Manage/own and run own company incorporating several businesses
- IT help desk management
- IT technical support

Companies Worked For

- Tranquil Group (Administrator)
- Akita Consulting (Virtual Administrator)
- RACP (Administration, Coordinator)
- MPN Group (Administration, Information Technology, Quality)
- Australian Property Institute (Administration/EA)
- CPB Contractors on WestConnex (Administration, EA, Trainer)
- Dyson Australia (Administration)
- Potential Time Pty Ltd (various including (Information Technology contracts)
- RMS – now Service NSW (Information Technology contract)
- Liverpool City Council (Information Technology contract)
- Sydney Water (Information Technology contract)
- Futures Exchange (Information Technology contract)
- Stock Exchange (Information Technology contract)
- Compaq (with Optus) (Information Technology contract)
- AGL (Information Technology contract)
- Colonial (Information Technology contract)
- Perpetual (Information Technology contract)
- St George Bank (Information Technology contract)