

## Vanessa Robinson

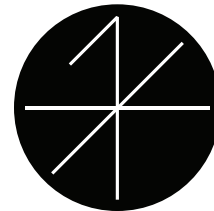
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*Visual Communicator  
Problem Solver*

**0401 910 382**

**vanessa@plusorminus1.com**

**www.plusorminus1.com**



## EDUCATION

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### **Design Centre Enmore Sydney Institute**

*Graphic Design  
Adv. Diploma*

Corporate Identity  
Publication Design  
Experimental Typography  
Information Design  
Concept Development  
(2008)

*Graphic Design  
Diploma*

Corporate Identity  
Publication Design  
Interactive Media  
Typography  
Concept Development  
(2006-2007)

Whilst studying at Enmore I gained skills in programs including:

Photoshop CS3  
(Intermediate-Advanced)  
Illustrator CS3  
(Intermediate-Advanced)  
InDesign CS3  
(Intermediate-Advanced)  
Macromedia Flash  
(Basic)  
Macromedia Dreamweaver  
(Basic)

### **Kingswood High School**

Higher School Certificate  
(2005)  
School Certificate  
(2003)

## PERSONAL SKILLS

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- + Effective communication skills, both face to face and telephone based.
- + Extensive customer service experience.
- + Ability to multi task and work efficiently in busy environments
- + Able to work autonomously or as part of a team
- + High attention to detail
- + Creative problem solver

### **Computer Skills**

- + Typing Skills 51 wpm
- + Experience using CRM databases to record/ amend client details, enter customer orders, make bookings. Programs include Aspect, Basis.
- + Very familiar with Macintosh and PC running systems.
- + Proficient user of Microsoft office suite including Word, Excel and Powerpoint
- + Familiar with new/ upcoming technology. I am a quick learner and adapt to new programs very easily.

### **Design Skills**

Please visit my online portfolio at [www.plusorminus1.com](http://www.plusorminus1.com)

## EMPLOYMENT

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### **Depreciator**

*Sales & Customer Service  
(May 2010 - Current)*

### **Cocacola Amatil**

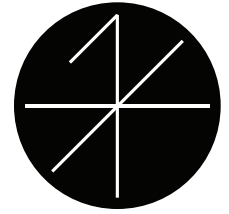
*Sales & Customer Service  
(Oct. 2009- Feb. 2010)*

### **Salmat Australia PTY LTD**

*Ticketek Customer Representative  
(Oct. 2005-2009)*

### **Colorado group Penrith**

*Retail Customer Service  
Representative  
(Jun. 2003 - Oct. 2005)*



## **WORK HISTORY**

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### **Depreciator**

My responsibilities within this position includes:

- + Converting enquiries into sales
- + Customer Service - Contacting clients via telephone and email to follow up on new and existing jobs.
- + Having an in depth understanding of property investment specifically relating to tax depreciation.
- + Cross checking information before submitting a job.

### **Coca-Cola Amatil**

My responsibilities within this position includes:

- + Pushing sales and up-selling
- + Customer service, accessing accounts and orders, conflict resolution and problem solving
- + Data entry, obtaining and maintaining correct client details

### **Salmat - Ticketek**

My responsibilities within this position includes:

- + Customer service, accessing accounts and previous bookings, conflict resolution and problem solving.
- + Efficiency/working to an AHT
- + Data entry, obtaining and maintaining correct contact information for new and existing customers.
- + Training junior staff members

## **DESIGN EXPERIENCE**

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### **Freelance work**

**FRENCHBAKER**  
(Aug. 2010 - current)

- + Working to a brief on posters, booklets and other print paraphernalia

## **REFEREES**

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### **Scott Brunson**

*General Manager  
Depreciator  
Kent street  
Sydney, NSW*

1300 66 00 33  
0415 816 627

### **Billy Baralah**

*Ticketek Team Leader  
Salmat Australia  
Mountain Street  
Ultimo, NSW*

0406 977 277  
02 8524 6240

### **Kumar Pereira**

*Graphic Design  
Design Centre Enmore  
Sydney Institute  
TAFE NSW*

02 9394 5737