

MARGARET SAMPLE

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CAREER PROFILE

Distinction Average Psychology graduate seeking challenging role in consulting industry

- Committed to delivering a very high level of service to customers and clients with over 5 years experience in retail and property industries
- Very well developed interpersonal and communication skills gained through 3 years voluntary telephone counselling
- Strong organisational ability demonstrated through managing 100 rental accounts in a fast paced environment with constant deadlines and time pressure.

EDUCATION

Bachelor of Psychology
University of New South Wales

Jun 2008 – Current

- **Distinction** average results.
- **High Distinction** for Psychology 1A

Higher School Certificate
Brigidine College, Randwick

Apr 2005 – Jan 2007

- UAI: 97.45
- First place in Mathematics Extension 2 and English Standard

EMPLOYMENT

Sales Assistant
David Jones, Sydney CBD

Mar 2007 – Current

- Trained and supervised 2 groups of 5 new sales staff in cash handling, customer service and stock-taking
- Consistently met and exceeded sales targets during peak service times
- Awarded 'Employee Of The Month' in June and August 2003 for exceeding sales targets and excellence in customer service
- Completed in-house customer service training course

Property Manager Assistant
Century 21 Real Estate

Feb 2005 – Dec 2007

- Managed rental payments for over 100 accounts
- Assisted in the design, promotion and implementation of a new payment system which significantly reduced the number of accounts in arrears by 40%
- Developed staff training manual for new administration staff
- Dealt with queries in a friendly and helpful manner over the phone, via e-mail and face to face

VOLUNTARY EXPERIENCE

Telephone Volunteer

April 2007 – Jun 2010

Schizophrenia Fellowship

- Effectively provided information to callers regarding accommodation, rehabilitation and medical services
- Developed rapport and provide support to callers who had a mental illness or who cared for someone with a mental illness
- Assisted in organising and preparing media releases for Schizophrenia Awareness Week
- Completed in-house training course on schizophrenia, medication, the Mental Health Act and suicide awareness

KEY SKILLS

Organisational and Time Management

The fact that I have been able to successfully manage full time study, along with paid part time, and voluntary work, demonstrates my ability to prioritise and manage my time and responsibilities. As a typical example, prior to the end of the financial year in 2004, there was a particular period where I needed to report all transactions of all rental accounts at the real estate agency within 1 week, in addition to study for my end of session exams, and continue my role in retail sales. My careful planning and efficient work methods ensured that I was able to meet the end of financial year deadline and perform extremely well in my exams, despite the time pressure.

Interpersonal Skills

Through various work experiences, university studies, and voluntary experiences, I have been able to develop and demonstrate high levels of communication skills, both face-to-face and over the telephone. Specifically, my understanding, friendly and supportive disposition has enabled me to succeed in developing good interpersonal relations with customers and clients in my retail role and at the Schizophrenia Fellowship.

Client Focus

As a 'people-person', I naturally enjoy dealing with people. With good listening and interpretation skills, I am able to assist clients with prompt and quality service as a property manager assistant. Additionally, by being attentive and empathetic to problems or requests, I am best able to assist in any way I can, to recommend an effective course of action and to address the needs of my clients.

Analytical, Problem Solving

The development of my analytical and problem solving skills has been refined over my University study. These skills have been demonstrated by the successful completion and superior performance of my Psychology 1A report which required sophisticated ability to apply statistical analysis and models in social psychology to practical use. I have effectively reviewed and integrated the relevant literature, appropriately reported all experimental procedures and accurately interpreted the results. The high distinction grade I have achieved attested to my strong ability to analyse and solve problems.

EXTRA CURRICULAR ACTIVITIES

First Year Representative – current

Students' Psychology Society, PsychSoc, UNSW

- Promote PsychSoc activities to first year students
- Represent first year students in regular PsychSoc meetings
- Provide support and information to students on matters relating to educational problems

PROFESSIONAL MEMBERSHIP

Student Member

Jun 2009 - current

Australian Psychological Society (APS)

INTERESTS

Tap dancing, piano and reading

REFEREES

William Brown
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