

RESUME

**Loreana Eva Iaria**

AUSTRALIA

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**CAREER OBJECTIVE -** To gain challenging and rewarding employment within the TESOL industry which will allow me to utilise my skills, experience, knowledge and passion to the best of my ability.

**SKILLS / ATTRIBUTES -** Excellent verbal and written communication skills, customer service focussed and driven, attention to detail, able to take direction and give direction, quick learner, lateral thinker–enjoy problem solving, team player, hardworking, adaptable, friendly, loyal and reliable. Possess a love of the English Language and enjoy spending time with children and adults alike.

**QUALIFICATIONS / EDUCATION**

**2012 -Life Experience Bachelor Degree of Business**

*Western Valley Central University (Online)*

**2011-2012 -Professional TESOL Certificate**

*Australasian Training Academy TESOL College*

5 day intensive in-class foundation course + 3 electives

**Electives -** Teaching English for Adults,

Teaching English for Children, Teaching Grammar

**2010 -Advanced TESOL Certificate**

*Australasian Training Academy TESOL College*

5 day intensive in-class foundation course + 1 elective

**Elective -** Teaching Travel and Tourism English

**2010 -International English Teacher Licence**

*Australasian Training Academy TESOL College*

**1998-1999 -Associate Diploma of Business – Public Relations**

*Northern Melbourne Institute of TAFE*

2 years full-time study + practical placement at –

* + - Marinelli Motorsport PR & Media Services Pty Ltd
    - Berry Street Child & Family Services

**1996-1997 -Victorian Certificate of Education**

*Fawkner Secondary College*

**Unit 1** (1996) - English 1, Graphic Communication 1, History, Psychology, Legal Studies, Mathematical Methods

**Unit 2** (1997) - English 2, Graphic Communication 2, Literature, Visual Art, Human Development

**EMPLOYMENT HISTORY**

**Currently seeking employment.**

**Dec 2012–Mar 2013 Co-ordinated a kitchen renovation.**

* + - * Worked with cabinet makers on initial concept & design.
      * Sourced & contacted tradespeople.
      * Gained & collated quotes, booked tradespeople.
      * Sourced appliances & materials.
      * Co-ordinated trades on a daily basis.
      * Kept everyone up to date & on the same page throughout.
      * Maintained budget.

**Mar 2008–Nov 2012 Further Study, International and Domestic Travel**

**Dec 1999–Feb 2008 Benefit Payments Administrator/Officer**

**Australian Administration Services (AAS)**

Level 1 333 Collins Street Melbourne VIC 3000

* + - Processed and authorised Benefit Payment claim types for both Industry and Corporate superannuation funds, in a team environment while also having the responsibility of administering certain funds autonomously.
    - Provided training to new staff members.
    - Fostered and maintained good working relationships with my peers and management.
    - Managed work queues daily.
    - Maintained service standard.
    - Liaised verbally and in writing with members, employers, government bodies and superannuation funds on a daily basis to ascertain/confirm information.
    - Supported and provided assistance to the Communications Team, Contributions Team, Client Partnerships Team and Accounts Team, forming excellent and mutually beneficial working relationships, ensuring respective concerns were addressed promptly and efficiently.
    - Actively participated in team meetings.
    - Assisted team members, senior, and team leader on a daily basis.
    - Kept abreast of changes in Superannuation Legislation.
    - Assisted members with and performed Counter Claims (when a member came into the building personally).
    - Compiled information for the transition of Australian Retirement Fund (ARF) (now known as AustralianSuper) from Australian Administration Services (AAS) to Super Partners Administration.

**INTERESTS -** Travel, Languages, Customs & Cultures, Photography, Reading, Jewellery Making.

**COUNTRY OF BIRTH -** Australia

**CURRENT PASSPORT/S -** Australian Passport Holder, Italian Passport Holder.

**COUNTRIES VISITED -** Thailand x3, Singapore x2, Laos, Myanmar, USA, Italy, Vatican City, France, Monaco, England, Scotland, Spain, Portugal, Morocco, UAE & Japan.

**REFEREES**

**Michelle Marinelli**

Ageing Communities Unit Co-ordinator / Municipal Recovery Officer

City of Darebin

0011 61 3 8470 8469 / 0011 61 419 750 356

michelle.marinelli@darebin.vic.gov.au

**Ann Suckling**

Quality Officer

Australian Administration Services (AAS)

0011 61 407 194 881

ann. suckling@aas.com.au

**Celine Woolfe**

Transfer Protocol Specialist

Australian Administration Services (AAS)

0011 61 421 830 440

celine.woolfe@aas.com.au