

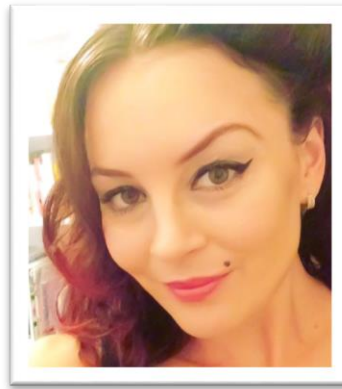
# *RESUME*

## Simone Johnson

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### **EXPERTISE**

#### **CUSTOMER SERVICE, COMMUNICATION & LIAISON, APPOINTMENT SETTING, LEAD GENERATING**

As an employee I offer an enthusiastic work ethic, a positive and upbeat attitude, can-do approach, punctuality, reliability and team player mentality.

I am a problem solver, a go-getter, passionate, someone who loves to succeed and exceed expectations.

I maintain a professional standard with my appearance, manners and etiquette.

#### References

Hotondo Homes Jimboomba	Daniel Gimm	0432 773 101
Personal	Gail Ford	0438 047 385

## Employment History

### **HOTONDO HOMES JIMBOOMBA – Sales Associate (2021 – current)**

#### Assist Sales Consultant – at display home /work from home

- Contact all leads; set up qualified appointments for sales consultant
- Follow up and update existing clients on a regular basis
- Provide recommendations to meet the needs of the customer
- Lead Generator
- Loading house and land packages online
- Keep up to date estate land details, price lists; liaise with land agents/sales offices and maintain a good working relationship with agents
- Use of relevant CRM system – enter new and updated data/leads/client information to CRM system

### **CLARENDON HOMES –Sales Associate (2018 – 2021)**

- Open / close of homes
- Day to day operation of display homes
- Set up / pack down of homes – including styling, organization
- Assisted the sales consultants in each display center
- Meet and greet each potential client, advise attending consultant of customers requirements
- Lead Generator - Assisting potential clients with their needs
- Provide recommendations to meet the needs of the customer
- Recorded potential client details
- Maintenance reports

## **BOC GASES AUSTRALIA – Production Management Assistant (2016 – 2018)**

- Liaising with a variety of workplace managers (production, operations, maintenance, chemist & WHS, inventory and security) while demonstrating diplomacy, accuracy and tact.
- Administrator for training and assessment in the production team.
- Working proficiently and accurately in programs such as SAP, EXCEL, ACCESS and SYNERGI incident reporting.
- Responsible for documenting the minutes for daily meetings.
- Arranging condemned cylinder loads, acetone orders, special mixes for scheduling and daily deferrals from TOLL/BOC for sales.
- Responsible for setting up new Production Workers with network accounts / emails / LIMA / Inlabel & various G-Drive folder access

## **BOC GAS & GEAR – Clerical Administrator (2016)**

- First point of contact for visitors, VIP's, vendors and interview candidates, greeting each of them in a friendly and professional manner.
- Responsible for answering phone calls in a professional manner
- Distributing incoming mail to the correct recipients.
- Distributing compiled company information and related materials to candidates.
- Conducting contractor inductions which included getting an individual organized with an account and the appropriate testing, creating a photo ID badge for the successful inductees and staff members and filing all relevant information once processed.

### **Prior 2015**

- SPAREX - Warehouse Supervisor/Manager (2013)
- Caroline Springs College (2011) Student Administrator  
PFG Australia - Marketing Assistant/Warehouse Assistant/Administration Assistant (Worked term contracts over many years)
- Promotional Campaigns – Australian wide projects: Team Leader/Manager/Event Coordinator / Sales Assistant

### **Courses:**

- \* Certificate 3 Fitness – TAFE Bundall Campus Gold Coast 2003
- \* Interior Design & Home Styling – Online Course March 2020
  - \* Feng Shui Interior Design – Online Course May 2020
- \* Mortgage Loan Processor – Online course, commenced June 202