

# Résumé



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**Date of Birth** 2<sup>nd</sup> April 1976  
**Licence** Current Manual Driver's Licence  
**Interests** Weight Training, Yoga, Photography, Reading

## **KEY STRENGTHS**

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- Passion for providing excellence in customer service
- Excellent communication and relationship building skills
- Confident dealing with people of all ages and from diverse cultural and social backgrounds
- Understanding and appreciation for individual needs and cultural diversity
- Extremely effective team member with true commitment to achieving quality outcomes
- Ability to build rapport and trust and contribute positively to team performance
- Demonstrated ability to work under pressure to meet customer expectations
- Professional and dedicated work attitude
- Enthusiastic and positive approach
- Quick to learn and apply new skills
- Very thorough with meticulous attention to detail
- Unwavering commitment to safety
- Proven ability to work with a high degree of autonomy
- Available and happy to work shift work and changes at short notice
- Proficient computer skills
- Fit and healthy & exceptional grooming and personal presentation
- Friendly and outgoing manner

## **EDUCATION / TRAINING**

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- **Provide First Aid** – Australia Wide First Aid (2015) - St John Ambulance (2005)
- **Dangerous Goods by Air** – Specified by CASA Regulations (2015)
- **Responsible Service of Alcohol** – Victorian Commission for Gambling & Liquor Regulation (December 2013)
- **Bachelor of Nursing & Midwifery Deakin University** – (2008-2011)
- **Adult Mental Health First Aid Course** (2009)
- **Acute Care Clinical Award – Bachelor of Nursing** (2009)
- **International Study Tour Mahidol University** - Faculty of Nursing, Thailand (2009)
- **Otways Tourism International Marketing Seminar & Inbound Tourism Workshop** (2011)
- **Crew Member Emergency Procedures Test (Dash 8 100, 200 & 300 Series Aircraft)** - Eastern Australia (2005 & 2006)
- **Actions Employees Can Take** - DuPont Safety Resources (2005)
- **Aviation Medicine First Aid Training** - Corcoran Aviation Safety Services (2005)
- **Crew Resource Management & Human Factors Course** - Eastern Australia (2005)
- **Dangerous Goods Awareness** - Eastern Australia (2005)
- **Dash 8 Cabin Crew Initial Course** - Eastern Australia (2005)
- **Responsible Service of Alcohol** - NSW Department of Education and Training (2005)
- **Procedures I & II** - Qantas (2001)
- **Fares & Ticketing I** - Qantas (2001)
- **QIK-QUBE Training Course** - Qantas (1999)
- **Fares & Procedures** - Qantas (1999)
- **Customer Service & Selling Hints** - Qantas (1999)
- **Modelling, Department & Grooming Diploma** - Tanya Powell Model Agency (1994)
- **Successful completion of V.C.E.** - Presentation College, Windsor, Melbourne (1993)

## **EMPLOYMENT HISTORY**

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**June 2018 - Current QANTAS INTERNATIONAL FLIGHT ATTENDANT**

**2011- Current BOOKINGS & MARKETING MANAGER, Impiana Estate, Great Ocean Vistas at Monticello, and Sea Salt in Apollo Bay, Victoria.**

- Excellent interpersonal skills and ability to deal effectively with persons from diverse social, economic and ethnic backgrounds
- Excellent leadership skills and ability to supervise effectively
- Excellent organisational skills and punctuality required
- Through knowledge of office procedures and business practices
- Good working knowledge of holiday property management
- Process holiday bookings guest enquires with quotes and excellent communication skills
- Website booking management and presentation of materials
- Excel design
- Customer Relations
- Event planning, including Weddings and functions
- Procedure planning and organisation
- Appoint and manage cleaning staff – advertisement of cleaning positions, interviewing and hiring of new staff
- Launch of new holiday accommodation
- Attendance of Otways Tourism Workshops and Seminars
- Plan and consult sub-contactors for building work and maintenance
- Effectively resolving guest issues as they arise
- Cleaning

**July 2015 – 2017 AEROCARE – Guest Services Agent Virgin Australia and Alliance Airlines, Townsville Airport, Queensland**

- Check-In Domestic and International - Process travel documents and Visa requirements
- Boarding and Disembarkation of Passengers on Flights
- Shift Work – Late nights and early mornings last minute changes.
- Preparing Load & Trim Documents
- New Reservations
- Baggage Tracing
- Revenue for additional baggage and auxiliary products
- Assisting passengers with special needs
- Customer focused to deliver exceptional service – VIP handling
- Ensure guests travel plans are carried out as seamless as possible

**2007-2014**

**MAITRE D' Great Ocean Road Brew House – Apollo Bay, Victoria.**

- Training new Staff members and supervising wait staff
- Excellent customer Service – Waitressing service of food and beverage
- Reservations & co-ordinating tables for group bookings, guests and walk in's
- Liaise with Head Chef for specials and menu's
- Welcoming Guests

**2007-2013**

**RETAIL SALES (Part-Time) – Moontide, Apollo Bay, Victoria.**

- Delivering excellent customer service to customers by greeting customers and ascertain individual customer needs or wants without being overbearing
- Providing information to customers to help them select products
- Process transactions accurately and efficiently
- Accurately counting and reconciling the sales register and float
- Ensuring the shop is clean, tidy and safe at all times
- Identifying sales opportunities and trends and highlighting these to the owner
- Working as part of a team and assisting colleagues when necessary
- Taking delivery of stock from suppliers and storing appropriately
- Merchandising of stock on sales floor
- Effectively monitor and resolve any customer service issues

**October 2005 – May 2007**

**FLIGHT ATTENDANT (Full-time shift work) - QantasLink Eastern Airlines, Melbourne, Victoria.**

*Operating solo and multi cabin crew on Dash 8 100, 200 & 300 series turbo propeller aircraft (36 & 50 seater)*

- Deliver exceptional in-flight service to customers
- Recognise individual needs and respond appropriately to ensure each customer has a positive service experience that exceeds their expectations
- Take ownership of, and responsibility for, resolution of service issues
- Maintain current competence and preparedness for safety and emergency responsibilities
- Complete pre-departure checks, emergency equipment checks and briefing with Flight Crew
- Ensure compliance with all Qantas Group and QantasLink policies, standards and industry regulations and legislation

**2003 - 2005**

**BOOKKEEPER - Carpentry Business**

- Computerised bookkeeping using Toolbox accounting software
- Preparation of BAS statements
- Accounts payable/receivable
- Invoicing

**2003 - 2004**

**RETAIL SALES ASSISTANT (Casual) - Moontide, Apollo Bay, Victoria.**

- Provide quality customer service in all aspects of retail sales
- Accurate cash handling and processing of Eftpos transactions
- Merchandising of stock and presentation of displays
- Regular stocktake duties

**June 1999 - September 2002**

**RESERVATIONS/TELEPHONE SALES CONSULTANT - Qantas Airways**

**(Full-time shift work - Brisbane)**

**(Part-time day shift - Melbourne)**

- Provide first class customer service and maintain a comprehensive working knowledge of domestic and international airfares, bookings and airline procedures, including flight delay handling and auxiliary products

*Achievements:*

- Awarded two individual certificates for 'Excellent Customer Service' (2000 & 2001)
- Member of the team awarded Queensland's 'Call Centre of the Year' (1999)

**1998 - 1999**

**RETAIL SALES ASSISTANT (Full-time) - Daimaru Australia**

- Provide quality customer service within the ladies fashion department
- Assist clients with purchases and add-on accessories
- Stock merchandising and presentation of displays
- Regular stocktake duties
- House model for fashion parades

**Prior to 1998**

**WAITRESS - Great Ocean Road Brewhouse - Apollo Bay, Victoria**

**HOSTESS Corporate Functions - Right Arm Promotions, South Melbourne**

**PROMOTIONAL ASSISTANT - International Motor Show, Melbourne Exhibition Building**

**SALES ASSISTANT/CASHIER/PRODUCTION ASSISTANT - Radius Fashions, Chapel Street, South Yarra**

**CHILDCARE ASSISTANT - Private client 8 year old with Cerebral Palsy, South Yarra**

## **REFEREES**

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### ***Ming Ding***

Senior Policy Officer Prevention and Population Health  
Department of Health, Melbourne, Victoria  
(Owner of Impiana Estate – Skenes Creek North, Victoria)

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### ***Dave Henning***

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Qantas Airways

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### ***Mick Russell***

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