

PERSONAL DETAILS

Name: Vanessa Michelle Jennings (nee Tatt)

Address 7 Lightwood Street LEETON NSW 2705

Phone: 02 6953 8959 or 0427 538959

E-mail: v_jennings1978@hotmail.com

Interests: Music, Photography, Reading, Quilting, Singing and Water Sports

EMPLOYMENT HISTORY

May 2003
To Present

RIVERINA COMMUNITY COLLEGE
RCC EMPLOYMENT AND TRAINING
LEETON NSW 2705

Regional Business Development Manager
Centre Manager / Course Coordinator
Traineeships Manager and Community Visitors Scheme Coordinator
Coordinator for the Australian Work Skills Voucher Program & Productivity Places Program
Accredited Trainer and Assessor, Mentor, Facilitator and workplace support staff member.

DUTIES:

- First points of contact both face to face and via the phone.
- Customer service in regards to customer enquires and courses.
- Point of contact for purchase of courses.
- Handling of money and issuing receipts for course fees
- Daily banking and reconciliation processes.
- Creating new courses to offer through the college
- Liaising with other businesses to meet the training needs of their clients or staff members
- Preparing the proposals in order to determine course costs
- Preparing college calendar to ensure all courses run smoothly
- Coordinating tutors and the college timetable in order for courses to run to schedule
- Preparing paperwork in order for tutors to receive payment
- Preparing paperwork for mail drop of flyers
- Preparing material for advertisements for the paper to promote courses.
- Coordinating with graphic designers for the College flyer and brochures
- Liaising with Trainees and assessors who are registered through the Riverina Community College
- Assisting trainees and assessors with their problems or enquiries
- Liaising with assessors regarding paperwork and payments.
- Prepare the social calendar for the Narrandera Nursing home Community Visitors Scheme
- Liaising with staff and the activities officers in order to organize social gatherings
- Reporting to Management at meetings
- Preparing lesson plans including material to hand out to students
- Delivering lessons to students
- Completing all assessment paperwork for accredited courses
- Reporting to head office of student's completion for the certificate to be issued.

**January 2003
To Present**

**SWITCH / DUSTY MUSHROOM / TWO4ONE (BANDS)/ BACK2BASICS
LEETON NSW 2705**

Coordinator / Singer

DUTIES:

- First points of contact both face to face and via the phone for the reservation, confirmation Or cancellation of performances
- Negotiate dates, payment amounts and methods with venues.
- Deliver a professional and enjoyable performance.
- Design and distribution of advertising material

**April 1998
To March 2003**

**HARVEY WORLD TRAVEL
LEETON NSW 2705**

**Senior Travel Consultant
Manager (August 2001 – November 2001)**

DUTIES:

- First point of contact for each client either by phone or in person, servicing enquiries and needs for reservations.
- Implementing reservations and preparing documentation for travel
- Researching wholesalers and suppliers for the best deals for clients and relaying that
- Information in a travel proposal including information regarding payments, conditions and extra features available to them.
- To ensure customer satisfaction and maintain client information in an accurate database.
- Maintain client financial file – includes receipting client monies, forwarding payments to wholesalers or suppliers and creditors, finalizing service fees and balancing the client file so that the balance at the completion of their holiday is zero.
- Perform day to day office procedures – i.e. banking of previous days takings, ensuring ticket stock and cash register are placed into the safe in accordance with enterprise requirements, mailing and customer enquiries.
- Office presentation – maintaining brochure racks and ensuring all material is current, Maintaining ticket stock and ensuring that it has been placed in the safe the correct way to ensure usage is in order, maintaining my own personal environment including the filing system and general cleaning of the office.
- Maintaining client relationships – returning phone calls, sending out welcome home cards, and interacting on a social level to enhance business relationships.

September 1997
To April 1998

TEZ AUTOMOTIVE
KAMBAH ACT 2902

Office Manager

DUTIES:

- First points of contact both face to face and via the phone.
- Preparing quotes and arranging appointments for clients
- Maintaining stock both in the office and the workshop and matching invoices for stock Control
- Performing all accounting duties and reconciliation duties including end of month and end of month reporting as well as end of month and end of year rollovers.
- Perform day to day office procedures including banking, invoice entry, mailing, and customer enquiries
- I assisted in the development of a corporate image for Tez Automotive as it was a new business and I helped to build the business up.
- I assisted in the marketing and promotional activities for the business in order to promote growth as it was a new business
- Trained new employee for administration position prior to my resignation.

PERSONAL ATTRIBUTES:

- I have excellent organisational skills. My position at Riverina Community College in Leeton also requires considerable organisation and management skills. I coordinate and plan all aspects of both accredited and general hobby leisure courses for my Centre and mentor other Centre managers within the organisation. In addition, in 2010 I competed in the SunRice Ambassador quest where I organised 4 major events within my community. These were *Jazz in the Park* and *Rock in the Park* that were open air concerts designed for families to attend. This entailed coordinating musicians and time slots as well as Public announcement equipment. I also arranged entertainment for children in the form of jumping castles and lions trains and food and drink for each event. I organised a Leeton Musicians Ball, Seafood luncheon, Linen sale and Trivia night as well as 4 monthly raffles. This entire event demonstrated my skills at time management, community involvement and exceptional communication with all members of the community that I live in.
- I have an exceptional telephone manner and report with clients gained from 13 years at Riverina Community College and 5 years' experience at Harvey World Travel, Leeton and also through the Harvey World Travel Training for Gold program. As Centre manager for Riverina Community College, these attributes are important because I am assisting people and businesses with further education and training alternatives.
- I have been trained to deliver exceptional service every time.
- I have excellent time management skills. As Centre Manager and coordinator for the Riverina Community College it is essential that I manage my time in order to receive maximum output for each day. I coordinate multiple programs and it is essential that I use my time effectively to benefit each person I am assisting.
- I work well under pressure ~ i.e. the ability to plan extensive business trips with a limited time limit and ensuring that I reach all set deadlines. I also am able to think-quick in any kind of situation always try to achieve a win/win situation for everyone.

- Through my employment at the Riverina Community College I have been able to participate in several different courses, which has helped me grow as an individual. I have a love for learning and will continue to do as many courses as possible. I have recently completed a Diploma of Event Management.
- I have been responsible for turning the Riverina Community college in Leeton into a profitable business that has grown in terms of size and services we offer to the community
- I am extremely community minded and participate in as many fundraising activities as possible. This includes the Leeton Child Care Center, Leeton Lions Club, The Volunteer Rescue Association, Leeton Motor Cycle Club and the Parkview Public school where I have children as well as helping to coordinate community charity events with Ulysses to raise money for local community services centers. In addition I have just agreed to be the secretary for the Leeton Show Society as of 2016.

EDUCATION:

2015	DIPLOMA OF EVENT MANAGEMENT
2012	BACHELOR OF VOCATIONAL EDUCATION AND TRAINING
2012	DIPLOMA OF BUSINESS MANAGEMENT
2010	DIPLOMA OF TRAINING AND ASSESSMENT
2008	CERTIFICATE IV IN BUSINESS FRONTLINE MANAGEMENT
	CERTIFICATE III IN TOURISM OPERATIONS
2008	CERTIFICATE IV IN TRAINING AND ASSESSING (TAA40104)
	CERTIFICATE III IN COMMUNITY SERVICES – DISABILITY WORK
2007	TUTORING ADULT FOUNDATION SKILLS
	CERTIFICATE II IN INFORMATION TECHNOLOGY
2005	ACCIDENTAL COUNCELLOR PART I
	CERTIFICATE III IN BUSINESS
2004	CONDUCT VALIDTION OF ASSESSMENT TOOLS WORKSHOP
	GET THE PICTURE WORKSHOP
	TEST AND TAG OF SMALL ELECTRICAL APPLIANCES
2004	CERTIFICATE III BUSINESS– E-BUSINESS
2004	CERTIFICATE IV IN ASSESSMENT AND WORKPLACE TRAINING
	BASIC COUNSELLING PART 1 & 2
	ST JOHNS FIRST AID CERTIFICATE
	PROFESSIONAL DEVELOPMENT DAY - Minimizing differences & OH&S
2001	FARES AND TICKETING 1
	CROSS CHECK TRAVEL Training for an accounting package
	PRODUCT LAUNCHES - Insight vacations, Trafalgar Tours, P&O Cruises, and Contiki
1999	TRAINING FOR GOLD 2 & 3
	- Harvey World Travel building better customer service program
	STAFF FAMILIARIZATION'S – Hamilton Island, Fiji, Sydney, Captain Cook Cruises
1998	GALILEO International Computer Reservation System - Harvey World Travel
	INTERNET FOR BEGINNERS
1997	ADVANCED DIPLOMA IN BUSINESS MARKETING
	MARKETING STUDENT OF 1997
	- Metropolitan Business College of Canberra
	See Academic transcript for module details and results

1996

THE HIGHER SCHOOL CERTIFICATE

- Leeton High School

See Academic transcript for subjects and results

HOSPITALITY ESSENTIALS

- Leeton Tafe

See Academic transcript for subjects and results

CAREER ACHIEVEMENTS:

- 2012- GRADUATION FROM CSU FOR BACHELOR OF EDUCATION**
- 2010- 2010 LEETON SUNRICE AMBASSADOR WINNER**
- 2009- LEETON OUTSTANDING BUSINESS AWARDS**
 NOMINATED - MOST OUTSTANDING BUSINESS PERSON AWARD
 NOMINATED – MOST OUTSTANDING BUSINESS AWARD
 NOMINATED - INDIVIDUAL CUSTOMER SERVICE AWARD
 NOMINATED – BUSINESS CUSTOMER SERVICE
 NOMINATED – MOST COMMUNITY MINDED BUSINESS
- 2008- LEETON OUTSTANDING BUSINESS AWARDS**
 NOMINATED - MOST OUTSTANDING BUSINESS PERSON AWARD
 NOMINATED – MOST OUTSTANDING BUSINESS AWARD
 NOMINATED - INDIVIDUAL CUSTOMER SERVICE AWARD
 NOMINATED – BUSINESS CUSTOMER SERVICE
 NOMINATED – MOST COMMUNITY MINDED BUSINESS
- 2007- APPOINTMENT AS A JUSTICE OF THE PEACE**
- LEETON OUTSTANDING BUSINESS AWARDS**
 NOMINATED - MOST OUTSTANDING BUSINESS PERSON AWARD
 NOMINATED – MOST OUTSTANDING BUSINESS AWARD
 NOMINATED - INDIVIDUAL CUSTOMER SERVICE AWARD
 NOMINATED – BUSINESS CUSTOMER SERVICE
 NOMINATED – MOST COMMUNITY MINDED BUSINESS
- 2006- LEETON OUTSTANDING BUSINESS AWARDS**
 NOMINATED - MOST OUTSTANDING BUSINESS PERSON AWARD
 NOMINATED - INDIVIDUAL CUSTOMER SERVICE AWARD
 NOMINATED – BUSINESS CUSTOMER SERVICE
 NOMINATED – MOST COMMUNITY MINDED BUSINESS
- 2005- LEETON OUTSTANDING BUSINESS AWARDS**
 NOMINATED - MOST OUTSTANDING BUSINESS PERSON AWARD
 NOMINATED - INDIVIDUAL CUSTOMER SERVICE AWARD
- 2004 - LEETON OUTSTANDING BUSINESS AWARDS**
 NOMINATED - MOST OUTSTANDING BUSINESS PERSON AWARD
 NOMINATED - INDIVIDUAL CUSTOMER SERVICE AWARD
 NOMINATED - BUSINESS CUSTOMER SERVICE AWARD
- 1997 - METROPOLITAN BUSINESS COLLEGE**
 MARKETING STUDENT OF THE YEAR

VOLUNTARY INVOLVEMENTS

**Aug 2010
To 2012** **Leeton Motorcycle Club Assistant Secretary**

DUTIES:

- Take minutes of meetings
- Type up minutes of meeting and distribute to other committee members, staff and the director

**Feb 2010
To present** **Leeton Lions Club Member**

DUTIES:

- Coordinator of the Lions Train and Merry-go-round
- Coordinator for Guest speakers at Dinner Meetings
- Driver of Lions train
- Monthly Bulletin editor – (2010 – 2012)

**Jan 2008
To 2011** **Leeton Child Care Center Executive Committee Secretary**
 Leeton child Care Center Fundraising Committee Secretary
 LEETON NSW 2705

DUTIES:

- Take minutes of meetings
- Type up minutes of meeting and distribute to other committee members, staff and the director
- Respond to all correspondence received by the center in accordance with the centers requirments
- Participate in decision making and problem solving with the committee in accordance to policies and procedures.
- Participate in fundraising activities and meetings.

**Jan 2008
To 2011** **Leeton Child Care Center - Secretary**
 LEETON NSW 2705

DUTIES:

- Participate in decision making and problem solving with the committee in accordance to policies and procedures.
- Participate in fundraising activities and meetings.

**1995
To Present** **Leeton Motor Sports Club**
 LEETON NSW 2705

DUTIES:

- Assistant to the commentator
- Official lap scorer
- Assist in the canteen with service to spectators
- Assist with the presentation of awards to the drivers

**July 1996
To 2011** **Leeton Kurrajong Service Station**
 LEETON NSW 2705

DUTIES:

- Serve customers and assist with enquiries
- Maintain stock on shelves and fridges
- Perform all cash handling procedures including receipting, refunds, reconciliation and banking.

REFERENCES

PROFESSIONAL

Mr. Jim Cloutman
Business Development Manager
Former CEO
Riverina Community College Wagga
0428 335 509

Mrs. Nateaka Blake
Community Services Manager
Leeton Shire Council
0458 501 386

Mrs. Julie Wilson
Richmond PRA
Senior Case Manager
0427 536 057

Ian Begg
Principals Liason Officer
The Riverina Anglican College Wagga
0412355499

Keira Chitts
Administration assistant
Evans Shoes Echuca
(Former employee)
0406 144 271

Leah Smith
Administration Assistant
Climate Technologies
(Former employee)
0467050548

Maryann Nolan
Trainer & Assessor TAFE NSW.
0499577107

Tanya Lewis
Meals on Wheels Coordinator
Leeton Shire Council
0429312544