

YVETTE MITROVIC

BIO

Capable, determined, confident, and well-organized administrative assistant, with extensive experience in supporting mid and senior-level managers by providing them with consistent clerical support. A highly approachable, dedicated individual who has a pleasant attitude, a willingness to make a positive mark and drive for accuracy.

Comprehensive administrative skills with exceptional communication skills, both written and verbal with high attention to detail and ability to learn quickly.

PROFESSIONAL SKILLS

Powerchart (SCHN & SESI)
I.Patient Management
Adobe Acrobat Professional
Client Relationship Management
Customer service
Microsoft Word
Microsoft Excel - Intermediate
Microsoft Teams
Skype Business
Canva
Touch Typing
Exceptional Interpersonal
Communication
Dependable
Attention to detail
Calendar Management
Scheduling
Documentation
Time management
Team building

PERSONAL SKILLS

Creative spirit
Reliable and professional
Organized
Time management
Team player
Fast learner
Motivated
Passionate

CONTACT

P: 0405 364 118
E: yvebort@gmail.com

References available on request

WORK EXPERIENCE

ADMINISTRATION OFFICER

Sydney Children's Hospital - Randwick | September 2021-present

Providing administration assistance for the Infection Prevention & Control department within the Sydney Children's Hospital Foundation - Randwick.

- Collecting, entering and maintaining patient infection information in an internal database used for providing reports for children affected by infectious diseases
- Cross referencing patient information and ensuring reports are correct
- Assisting the clinical staff with high level administration support including relaying information to hospital staff regarding hospital policy, patient infection protocol, COVID and general queries
- Creating and maintaining reports relating to COVID exposure events at the hospital through Microsoft Excel on One Drive and sharing reports with contact tracers during and post events
- Demonstrated ability to maintain the workflow of the office by ensuring that all systems are in place and running appropriately.
- Accessing and adding alerts for patients affected by specific organisms in I.Patient Management
- Managing Infectious Diseases Master K drive
- Creating workflow charts and information posters for wards through Microsoft Word including laminating and distributing to wards
- Compiling information for hand hygiene audit reports through Hand Hygiene Australia, creating PDF reports and distributing to wards
- Scheduling and managing meetings for the Infectious Diseases department with other departments through Business Skype and Microsoft Teams
- Taking minutes during meetings and sending detailed minutes to meeting attendees
- Answering phone and pager calls, relaying messages to the team
- Distributing hard copy information to infectious diseases team
- Electronic and paper filing
- Assisting Infection control team with contact tracing information during exposure events at the hospital by uploading staff and event information in Microsoft Excel on One Drive
- Drafting and sending letters to the staff and members of the public regarding Covid-19 contact information who have been affected by exposure events
- Competent in acting as a sole point of contact for both external and internal agencies and clients.

CUSTOMER SERVICE REPRESENTATIVE

National Coronavirus Helpline | March 2020 - Jun 2020

National helpline set up to assist with queries from the general public, business owners, families, doctors, police force relating to the coronavirus response. Inbound call centre providing up to date information to callers at the start and height of the pandemic.

- Provided accurate information regarding border crossing, international travel requirements, business restrictions, symptom checks, covid safe app and general concerns and queries
- Assessing symptoms of callers from adults to children and infants and referring them to either covid testing clinics or hospitals depending on severity
- Transferring calls that required further assessment to nurse or doctor triage
- Putting people's mind at ease in uncertain times
- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns surrounding the pandemic
- Escalated complaints and issues to assessment team that couldn't be resolved in the conversation
- Creating and updating Medi-records for each individual caller
- Taking and recording temperatures of staff daily
- Use of Microsoft Teams to communicate with staff internally

SENIOR FILM & TOURING COORDINATOR

Showgroup | March 2014 - March 2020

Entertainment Travel company specialising in film production, festival, concert touring and corporate travel throughout Australia and overseas.

- Arranging air, hotel and ground transport surrounding the events
- Ability to respond to a wide range of queries in a timely and efficient manner
- Monitoring and determining work priorities to ensure effective time management
- Working closely with hotel partners domestic and overseas to obtain maximum benefits and understanding of needs for client stays
- Handling VIP actors and musicians bookings with confidentiality and ensuring privacy
- Ensuring VIP travelers were treated with discretion whilst travelling and staying in public hotels. Booking private accommodation where possible
- Creating in house references for regular travelers who required specific needs or had specific entitlements
- Assisting film companies with freight carnet details for international productions
- Assisting with arranging couriers of visas to/from embassies
- Obtaining group contracts through hotels for productions with mutual benefits for both parties
- Ability to work independently but also within a team
- Use of shared inboxes to handle and respond to queries through Microsoft Outlook
- Working closely with accounts department to reconcile credit card statements and client accounts
- Raising invoices both system generated and pro-forma
- Processing payments both manual and system generated
- Chasing invoices from suppliers to on charge to clients to reconcile billing within agreed time frame
- Building and strengthening relationships with clients
- Maintaining customer satisfaction by providing exceptional customer service
- Attending client meetings both for accounts and suppliers

- Creating Microsoft Excel sheets for clients personal monthly travel and festival/band touring group travel including financials
- Answering calls and transferring when reception switch was overloaded
- Loading and extracting data into Microsoft Excel and SAM system
- Electronic and paper filing
- Scanning and faxing client documents to suppliers
- Obtaining signatures for client documents and contracts
- Meeting and exceeding monthly targets

SENIOR TRAVEL COORDINATOR

Donna Barlow Travel/Cruisescene| September 2010- March 2014

Boutique Travel company specialising in cruise and holiday packages for the direct public and corporate clients of DBT in person, over the phone and email. Catering to a variety of clients including corporate clients, CEO's, assistants, retirees, elderly, honeymooners, young families, couples and singles

- Creating quotes for website queries and direct emails for cruises and tailor-made itineraries in both Australia and overseas including airfares through a multitude of suppliers
- Booking and issuing own flights through Sabre using published, met remit and contracted airfares
- Creating client itineraries using Tramada System
- Creating marketing specials for cruises along with the BDM to create radio/website campaigns and email blasts
- Tracking campaign effectiveness through running daily reports to track monthly sales figures
- Arranging and attending supplier meetings in the office for product updated
- Arranging relevant visas for clients and providing up to date visa information
- Processing payments via electronic and manual transactions
- Checking bank deposits and reconciling accounts
- Compiling and creating travel documents for travellers
- Working independently but also within a team overseeing junior staff
- Actively listening to customers, handled concerns quickly and escalated major issues to supervisor
- Met and exceeded monthly targets
- Sent welcome home and follow up emails to clients upon return from holidays

EDUCATION

DIPLOMA OF TRAVEL & TOURISM

Advanced Careers College | 2003

DIPLOMA OF EVENTS MANAGEMENT

Advanced Careers College | 2003