

## CURRICULUM VITAE

### PERSONAL

**Name:** Melissa Bleeker  
**Address:** [street]  
[suburb]  
**Business Phone:** [work number]  
**Mobile Phone:** [mobile number]

### EDUCATION

Secondary: **MATRICULATION**  
[college]

**Qualification:** [qualification]  
**Institution:** [institution]  
**Completed:** [year of completion]

Tertiary: **DEGREE IN BACHELOR OF ARTS**  
(History and Politics)  
The University of Canberra, ACT, (1987-1991)

Tertiary: **GRADUATE DIPLOMA IN LEGAL STUDIES**  
(Corporate Law)  
The University of Canberra, ACT, (1993)

Private: **CERTIFICATE IN COMPUTER / BUSINESS APPLICATIONS.**  
Youngs Business College, Melbourne, Vic, (Oct. 1994)

## **EMPLOYMENT / WORK EXPERIENCE**

**Oct. 1998 to date:**

### **Online Classifieds Site**

Account Manager (Start date – to date)

Duties Included:

Business-to-business sales in a competitive online environment  
Pro-active prospecting of new business using multiple resources  
Develop long-term business relationships  
Contract maintenance and negotiation  
Ability to sell to and liaise with all levels of business – from front line staff to CEO's and MD's.  
Achieve monthly and quarterly sales budgets  
Produce KPI's on a weekly basis  
Client training and consultation  
Client contact database maintenance  
Group presentation skills  
Function / seminar organisation skills  
Flexibility and can do attitude in a constantly changing sales environment and product range

**July 1997 – Oct. 1998:**

### **Contract Assignments.**

- Compaq Australia Ltd.  
(Education & Training)
- Internet Business Directory  
(Internet Website Design, Development & Hosting)
- Smith Consulting.  
(Human Resources Consulting & Recruitment)
- Teletch International Telecommunications  
(Kelly Services Ltd.)
- Commonwealth Bank of Australia  
(Kelly Services Ltd.)
- PC Hardware / Software Support

**1994 – 1997**

### **Telecommunications Company**

(Mobile Communications Services, Business and Government)

(Nov. 1994 - Mar. 1995)

#### **Telemarketer**

Temporary Agency Position,

Duties Included:

Multiple inbound and outbound mobile phone campaigns.

(March 1995 - June 1997)

#### **Team Leader**

Permanent Staff.

Campaigns Supervised: National Paging Sales (Corporate and Retail).  
 United Telecommunications Service Provider Help Line  
 Telstra Winback (Day and Evening Shifts)  
 Telepath Phone Trial  
 020 Inbound Helpline

Duties Included: Establish National Paging Call Centre Team, manuals and procedures  
 Daily, weekly and monthly progress and incident reports for team and management meetings  
 Provide marketing information and statistical analysis to management and staff  
 Liaising with internal and external clients and unions  
 Establish and maintain campaign procedures, protocol and resources  
 Ensure highest standards of customer service maintained  
 Staff counseling, discipline and reviewing

Additional Training / Duties Undertaken: Multiple Team Leader / Management Skills Training Courses  
 Equal Opportunity Employment Officer Interviewer  
 SportsGirl Centre Steering Committee & Management

Meeting Representative  
 Participative Approach and Consultative Committee Organiser  
 Social Committee Organiser and Chairman

**1994** **University of Canberra**  
 (Student Accommodation Office)  
***(Positions held whilst a UCAN student.)***

(July 1993 - June 1994) **Residential Assistant**

Duties Included: Student counseling and guidance.  
 Safety and security of residential students  
 Liaising with Residential Office and residential students.  
 Residential recreation activities organiser and coordinator  
 Residential Student Council Representative.

(Feb 1994 – June 1994) **University of Canberra**

Duties Included: Liaising with students, Faculty representatives and guest speakers.  
 Monthly newsletter compilation and editing

**1992 (July - August)** **Advertising Agency**  
 (Work Experience).  
**Advertising Creative Department**

Duties Included: Copy writing and graphic design.  
Macintosh computer filing and editing

**1988 – 1993 (seasonal) Festival Event**  
**Roustabout.**

Duties Included: Crew Accounting, Job Allocation and Supervision.

**COMPUTING SKILLS**

Experience in: Microsoft Windows®95,98, Microsoft Office (Word, Excel, PowerPoint), Microsoft Outlook & Explorer, Siebel, Filemaker, Maximiser, general software and hardware installation & configuration.

**PERSONAL ACHIEVEMENTS AND INTERESTS**

Secondary: **House Senior**, School Intercollegiate Athletics, Netball (School Colours, State Selection and Representation), Cross - Country Running, Tennis, Rowing.

Tertiary: **University of Canberra**, Netball (Captain, Funds Raiser, Committee Member), Snow-Skiing Club.

Other: **Computers, Internet**, Golf, Travel (visited 14 countries in 1990 and worked and lived in London for 3 months), Live Music, In-line Skating, Films,

# Referees

[list referees]