

KEY PERSONAL SKILLS

- Excellent customer service skills with over 8 years experience
- Team player who is self-motivated and shows initiative
- Technically proficient with advanced computer skills
- Excellent written and verbal communication skills
- Professional phone manner and ability to multi-task
- Quick learner with high accuracy and attention to detail



TIFFANYBRANDENBURG

May 2015 - present

ONLINE CUSTOMER CARE CONSULTANT, MILAN DIRECT

- Handling a high volume of inbound calls, emails and live chats regarding product information, stock availability, pricing and logistics in an efficient and friendly manner
- Maintenance of all databases, customer files and orders
- Resolving complaints promptly to the satisfaction of the customer while adhering to the company's policies and procedures
- Liaising with internal departments and third party contractors to ensure positive customer experience and resolution to any issues
- Working in a team environment while prioritising own work time to ensure benchmarks and targets are achieved
- Familiarity with SAP, ZenDesk, Windows XP, Chrome, Gmail and Dropbox and a strong understanding of eCommerce and the online space

July 2012 - May 2015

ONLINE CUSTOMER CARE & SALES ASSISTANT, FACTORY X

- Used problem solving skills to resolve customer enquiries and complaints via email and multi-line phone to deadlines
- Ability to handle difficult situations and problem solve to find a viable solution in a professional manner
- Multi-tasked without supervision within a team environment to meet dead lines and conflicting priorities
- Confident in using e-commerce system Magento and support ticket system Zendesk to deliver support to customers from all five Factory X brands (Alannah Hill, Gorman, Dangerfield, Princess Highway and Jack London)
- Communicated with the Logistics Team and stores Australia-wide to source products for order fulfilment and ensure the timely dispatch of orders
- Also filled in as fit model and assisted with photography of new products and general office duties during busy sale times
- Maintained a high level of personal presentation and styling that reflects the Alannah Hill brand standards while working instore
- Delivered a very high level of customer service with experience in head-to-toe styling and building rapport with customers

February 2009 - April 2015

ESTORE DESIGNER/BLOGGER, LEBLOGDESUSHI.COM

- Managed all products and content of blog and Etsy store
- Conceptualised, created and priced new products and liaised with suppliers to build and maintain strong relationships
- Photographed product ranges and completed post production image editing in Adobe Photoshop
- Fulfilled and dispatched all sales orders, responded to customer enquires and handled complaints and returns
- Regularly updated blog, managed promotional strategies and social marketing platforms including Facebook, Instagram, Pinterest and Twitter
- Designed and coded website and promotional materials for self and freelanced as a graphic/web designer for other bloggers/clients

PROFILE

Friendly and professional with a passion for excellent customer service and the online medium, I have solid experience in sales, support and design. My skills and experience centre around communication, fashion, social media, web design and computer systems and programs (including the Adobe & Microsoft suites).

I'm interested in creative and varied roles in fashion or ecommerce with a focus on the online medium. To view my portfolio, please take a look at my Linked In profile.

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Parkville VIC 3052

July 2012 - January 2013

STUDIO ASSISTANT & RECEPTIONIST, FRAGILE DESIGN

- Excelled as the face of the company in meeting/greeting clients and in screening and directing phone calls
- Worked in a deadline-driven environment to launch completed projects, reply to email and social media enquiries, update databases and websites, and manage client accounts
- Responsible for maintaining electronic databases and hard-copy filing system, organising email inboxes, posting/picking up mail, cleaning of office, word processing and secretarial duties
- Worked under the Senior Designer to produce web and print projects using Photoshop, InDesign, Illustrator and hand coding HTML and CSS.

September 2011 - November 2011

PR & MARKETING INTERN, NICOLE FENDEL

- Developed and executed online marketing plan to increase subscribers on Twitter, Facebook, the NFJ blog and newsletter by creating targeted blog posts, competitions and email newsletters
- Updated databases, organised and maintained image libraries, added new products to WordPress webstore, retouched product photos and assisted with general office/admin duties
- Multi-tasked to regularly update NFJ blog, Facebook and Twitter, create content/graphics, and reply to email and comments

March 2010 - July 2011

FASHION/MARKET EDITOR, DUJOUR MAGAZINE

- Managed a small team and delegated tasks to create stories for new issues while adhering to tight deadlines
- Forecasted emerging fashion trends with mood boards on a weekly basis and brainstormed in a team for ideas/themes for upcoming issues
- Worked as part of the design department in creating high-resolution magazine story layouts using Adobe InDesign and Photoshop
- Liaised with press and advertisers via email and managed the magazine's online contact databases

TERTIARY STUDIES

February 2012 - November 2014

CERTIFICATE IN FASHION DESIGN & TEXTILES, RMIT

- Researched, identified and forecasted trends for an existing fashion label, presenting results in professionally designed and printed book
- Developed business and marketing plan for a start up label, including first year budget, design of online store and social media plan
- Good knowledge of textiles and finishes with basic skills in CAD, pattern making and sewing
- Worked to tight time frames both autonomously and as part of a team to complete assignments with multiple competing deadlines

February 2005 - November 2009

BACHELOR OF MEDIA ARTS (DIGITAL DESIGN), UNIVERSITY OF SOUTH AUSTRALIA

- Researched target markets for products and developed promotional copy, advertising materials and marketing plan
- Developed skills in writing to a target audience, an excellent understanding of design theory, problem solving and critical thinking skills
- Worked closely with clients to design and market projects while adhering to existing company style guides and client specifications
- Developed advanced skills in the Adobe Suite and designed promotional materials including brochures, flyers, large-scale advertorial banners, web graphics, packaging and websites

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23 June 2014

To Whom it may Concern;

I have had the pleasure of knowing and working with Tiffany Brandenburg since February 2013, when she began working as Casual Sales Assistant/Stylist at the Alannah Hill Bridge Road store that I managed from February 2012 until June 2014. Prior to this Tiffany worked at the Melbourne Central and Howey Place Alannah Hill boutiques as well as the concession store in David Jones. Tiffany's duties include but are not limited to:

- Providing excellent customer service and styling advice
- Visual merchandising and in-store advertisements
- Communicating and working in a team environment
- Banking, cash handling and opening/closing store

Tiffany has excellent interpersonal skills and is reliable, dependable and hard-working. She has an ardent interest in fashion, personal styling and merchandising, which is reflected in her personality. Tiffany's personal presentation is always immaculate and she takes pride in her appearance and in the brand which she represents.

Tiffany constantly exceeds customer expectations and has fantastic rapport with customers and colleagues alike. Her excellent organisational and multi-tasking skills allow her to work with or without supervision and lead the team in my absence.

I found Tiffany to be proactive, detail-orientated and efficient with a positive attitude, and I am sure she will excel in whichever field she wishes to pursue.

Yours sincerely,



Sara James
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