RESUME OF LOREANA EVA IARIA

15 Leighton Crescent FAWKNER VICTORIA 3060 AUSTRALIA

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**CAREER OBJECTIVE**

To gain challenging and rewarding employment within the TESOL industry which will allow me to utilise my skills/attributes, experience, knowledge and passion to the best of my ability.

**QUALIFICATIONS**

**2010-2014**

**Advanced Teaching English to Speakers of Other Languages (TESOL) Diploma**

Internationally Recognised TESOL Certificate Course

*Australasian Training Academy TESOL College (ATA TESOL College)*

Intensive In-Class Foundation Course + 5 Electives

**Completed Electives;**

Teaching Travel & Tourism English, Teaching Grammar, Teaching English for Children, Teaching English for Adults and Teaching English for Adolescents.

**2011-2012**

**Professional TESOL Certificate**

Internationally Recognised TESOL Certificate Course

*Australasian Training Academy TESOL College (ATA TESOL College)*

**2010**

**Advanced TESOL Certificate**

Internationally Recognised TESOL Certificate Course

*Australasian Training Academy TESOL College (ATA TESOL College)*

**2010**

**International English Teacher Licence**

*Australasian Training Academy TESOL College (ATA TESOL College)*

**1998-1999**

**Associate Diploma of Business – Public Relations**

*Northern Melbourne Institute of TAFE (NMIT)*

**Practical Placement Completed at;**

Marinelli Motorsport PR & Media Services Pty Ltd,

Berry Street Child & Family Services.

**1996-1997**

**Victorian Certificate of Education (VCE)**

*Fawkner Secondary College*

**EMPLOYMENT HISTORY**

**Mar 2010-Current**

Further Study,

International and Domestic Travel.

**Dec 1999–Feb 2010**

**Australian Administration Services (AAS) - MELBOURNE, VICTORIA**

**Benefit Payments Administrator/Officer**

Processed and authorised Benefit Payment claim types for both Industry and Corporate superannuation funds, in a team environment while also having the responsibility of administering certain funds autonomously.

Provided training to new staff members.

Fostered and maintained good working relationships with my peers and management.

Managed work queues daily.

Maintained service standard.

Liaised verbally and in writing with members, employers, government bodies and superannuation funds on a daily basis to ascertain/confirm information.

Supported and provided assistance to the Communications Team, Contributions Team, Client Partnerships Team and Accounts Team, forming excellent and mutually beneficial working relationships, ensuring respective concerns were addressed promptly and efficiently.

Actively participated in team meetings.

Assisted team members, senior, and team leader on a daily basis.

Kept abreast of changes in Superannuation Legislation.

Assisted members with and performed Counter Claims

(when a member came into the building personally).

Compiled information for the transition of Australian Retirement Fund (ARF) (now known as AustralianSuper) from Australian Administration Services (AAS) to Super Partners Administration.

**SKILLS/ATTRIBUTES**

Excellent verbal and written communication skills,

Customer service focussed and driven,

Fine attention to detail,

Able to take direction and give direction,

Quick learner, lateral thinker–enjoy problem solving,

Team player, hardworking, adaptable,

Affable, friendly, loyal, reliable,

Can-do attitude,

Enjoy spending time with children & adults alike,

Passionate about the English language.

**INTERESTS**

Languages, Customs & Cultures, Travel, Photography, Reading,

Jewellery Making.

**COUNTRY OF BIRTH**

Australia

**CURRENT PASSPORT/S**

Australian Passport Holder

Italian Passport Holder

**COUNTRIES VISITED**

Thailand, Singapore, Laos, Myanmar, USA, Italy, Vatican City, France, Monaco, England, Scotland, Spain, Portugal, Morocco, UAE & Japan.

**REFEREES**

**Michelle Marinelli**

Ageing Communities Unit Co-ordinator / Municipal Recovery Officer

City of Darebin

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**Ann Suckling**

Quality Officer

Australian Administration Services (AAS)

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**Celine Woolfe**

Transfer Protocol Specialist

Australian Administration Services (AAS)

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