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Customer Service Concierge

Allianz – Melbourne, VIC (Fully Remote)

02/2026 – 07/2025

- Managed inbound calls, identifying customer needs, triaging enquiries and providing first-line car insurance guidance within authorised jurisdiction.
- Referred complex enquiries to appropriate claims handlers while delivering clear, professional and empathetic customer service.

Receptionist & Reservations

Peninsula Boutique Hotel – Port Douglas, QLD

10/2025 – 12/2025

- Short Term Receptionist Role, during a critical time while the company was changing hands.
- Managed guest check-ins and check-outs using RMS followed by Resly, in a busy resort environment.
- Handled guest enquiries and complaints, delivering professional and solutions-focused customer service.
- Coordinated housekeeping rosters to ensure room readiness and smooth daily operations.
- Processed payments and reconciled Booking.com and Expedia reservations and finances.

Reservations & Tourist Information

The Daintree Shop – Port Douglas, QLD

08/2025–11/2025

- Booked and sold tours across Cairns, Port Douglas and Cape Tribulation, matching customers with suitable experiences and providing tailored travel advice.
- Developed strong product knowledge through familiarisation trips, confidently handling detailed enquiries on equipment, accessibility and inclusions, while supporting local events and school partnerships.

Receptionist & Social Media Manager

Organika Hair/Avella Hair – Elwood, VIC

01/2025–05/2025

- Managed appointment bookings, maintained salon cleanliness, prepared teas/coffees, assisted with light hairdressing duties such as hair washing, scalp massages, and blow dry's.
- Ordered & tracked stock inventory, maintained the salon's website, managed social media accounts, arranged all marketing and print material and implemented sales strategies such as offers and incentives to drive client engagement and revenue growth.

Social Media Executive

GBR Tours/Reef Experience/Reef Encounter – Cairns, QLD

06/2025 – 12/2025

- Managed 12+ online brands & their social media accounts, promoting tourism in Far North Queensland including @greatbarrierreefaustralia.
- Developed and executed digital marketing campaigns to promote tours and experiences, such as coral spawning.
- Monitored analytics and engagement metrics to optimize content performance and audience reach.
- Design creative assets, such as logos, branding packages, font packages, along with editing underwater photos & videos, for social media platforms.
- Worked with UGC Creators to boost brand awareness.
- Stayed up-to-date with trends in social media and tourism marketing to maintain relevance and engagement.
- Designed and produced print materials for GBR Tours' two vessels: the day boat Reef Experience and the liveaboard Reef Encounter.
- Fostered relationships with local businesses and tourism boards to collaborate on initiatives highlighting the region's unique offerings where two UNESCO World Heritage sites meet: The Great Barrier Reef and the Daintree Rainforest

Internal Property Loss Adjuster/Customer Service

Crawford & Company – Sydney, NSW

01/2024 – 05/2024

- Managed continuous inbound and outbound calls in a fast-paced call centre while meeting productivity targets.
- Assessed policies, recorded claim details, tracked claim progress and provided coverage advice in line with RACQ guidelines and compliance requirements.
- Delivered empathetic, professional customer service to disaster-affected customers while managing expectations in high-stress situations.

Freelance Graphic Designer

Emmacullen.com – Ireland/Australia

05/2022 – 12/2023

- Freelance Graphic Designer delivering end-to-end branding solutions for small businesses under emmacullen.com.
- Provided full brand setup including visual identity, print materials, website design, and basic SEO marketing.
- Managed projects independently from client onboarding to final delivery, conducting client meetings via Zoom.
- Designed and developed websites focused on usability, brand consistency, and organic growth.
- Oversaw all business operations including scheduling, invoicing, tax management, and calendar coordination.
- Built and maintained an online portfolio with live client websites, including:
- labourwave.com.au , valleylegal.ie , kildarecouriers.com

Operations Manager/Driver

Kildare Courier Service – Ireland

09/2021–07/2022

- Managed incoming calls and emails while on the road, ensuring smooth daily operations.
- Oversaw a fleet of five vans, planning efficient same-day premium delivery routes.
- Maintained vehicle standards, ensuring cleanliness for refrigerated food transport and conducting routine checks on oil, water, and tyre pressure.
- Coordinated mechanical servicing and repairs as needed.
- Handled customer invoicing and led marketing efforts to promote services.
- This role was a family business that urgently needed management, which then naturally led to my freelance work.

Graphic Designer

Toyota / Lidon Group – Naas, Ireland.

02/2022 – 07/2022

- Graphic Designer for Toyota, producing print and digital marketing materials to support vehicle sales, brand campaigns and wider group marketing.
- Designed brochures, decals, billboards, newspaper ads, social media graphics, website banners and Google Ads using Adobe Creative Suite and Canva.
- Managed and scheduled social media content using Hootsuite, maintaining consistent brand presence across platforms.
- Supported Monasterevin Motors, an additional group business, managing social media, website content and all print and digital marketing materials.
- Supported Lidon Group, a group of petrol stations, with graphic design, marketing campaigns, signage and promotional materials across print and digital channels.
- Assisted with events, sponsorships and community promotions, alongside broader campaigns across Google Ads, local radio and newspaper advertising.

QUALIFICATIONS

BA (HONS) COMMUNICATIONS IN CREATIVE MEDIA (LEVEL 8) – DUNDALK INSTITUTE OF TECHNOLOGY

RETAIL & HOSPITALITY

Gave great service at Lily O Briens, Joules, and Tommy Hilfiger in Kildare Village, helping with sales in a fast-paced environment retailing in luxury boutiques. Hospitality experience in busy bars, across Ireland and Australia.

ABOUT ME

Creative, adaptable and proactive professional returning to Ireland after three years living and working in Australia. With experience spanning graphic design, tourism, hospitality and operations, I bring an international perspective, strong initiative and a passion for creative problem-solving, with the goal of building a long-term career returning home to Ireland!