

Marie Dattilo



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Referees

College of Warehousing

Director: *Bill Henman*
Supervisor: *Vera Pottinger*

Phone: 3277 3484

Nationality: Australian citizen.

1. Employment history

Dates	Organization	Job Title, Duties & Functions
June 2002-2003	College of Warehousing	Multimedia: <ul style="list-style-type: none">* Creating Newsletters + Flyers* Website Assistance* Producing Powerpoint lectures* Enhancing Student photos
March 2000-July 2000	Eye Surgery Associates	Office Assistant: <ul style="list-style-type: none">* Successfully assisted Manager in merging two ophthalmic practices* Retrieving unpaid accounts* Liaison including making external specialist & hospital bookings* Responsible for general office duties (photocopying, filing, typing letters, answering phone)
June 1998 – March 2000	Northern Regional medical Centre	Receptionist: <ul style="list-style-type: none">* Frequent dealings with customers* Accounts clerk* Arranging pathology collections & Electrocardiographs* Organizing staff + Doctors rosters
April 1991 – May 1999	Premier Care Medical Centre	Office Assistant: <ul style="list-style-type: none">* Responsible for general office duties (filing, typing letters, answering phone, etc)* Responsible for Medicare Resubmissions* Patient Liaison
1986 – April 1991	Telecom Australia	Data Processor: <ul style="list-style-type: none">* Data Processor Grade 2* Administration Officer

2. Educational qualifications

Date	Institution	Degree/Qualification	Status
2003	Brisbane Institute of TAFE	Diploma in IT Graphics	Current
2002	Brisbane Institute of TAFE	Diploma in Multimedia Integration	Current
2001	Northpoint Institute of TAFE	Certificate III in IT Software Applications	Completed
1999	Preston Institute of TAFE	Certificate Microsoft Office 97 Essentials	Completed
1999	Preston Institute of TAFE	Certificate Windows 95	Completed
1999	Advanced Pathology Services (Melbourne)	Pathology Venepuncture, Specimen preparation, ECG Practice, Patient Relations	Completed

3. Technical Summary

Tools/Environment	Last Used	Usage
Windows 95	Current	High
Windows 98	Current	High
Windows 2000 NT	Current	High
Windows XP Pro	Current	High
Development Tools		
MS Office 1997	Current	High
MS Office XP	Current	High
MS Access	Current	Low
MS Excel	Current	Low
MS Word	Current	High
MS PowerPoint	Current	High
MS Publisher	Current	Low
MS Outlook	Current	High
MS Front Page	Current	Low
Macromedia		
Dreamweaver v4, v5 & MX	Current	High
Flash v4, v5 & MX	Current	High
Fireworks v4, v5 & MX	Current	High
Ulead		
Media Studio Pro v6.5	Current	High
Cool 3D	Current	High
Adobe		
Photoshop	Current	High
Illustrator	Current	High
Indesign	Current	High
QuarkX press	Current	low
Discreet		
3DsMax v4.2	Current	Low
Programming		
Javascript	Current	Low
XHTML	Current	Medium
CSS	Current	Medium
SMIL	Current	Low
MS Visual Basic	Jun 2002	-

1. Selection criterion is outlined in points 1 -7.

1. Oral Communication.

I contribute to discussions in meeting and day to day activities with enthusiasm, and encourage and actively seek out the ideas of other team members. I am empathetic in my approach to my colleagues and am quick to acknowledge good performance.

2. Client Relationship Management.

I am a self-starter, and have ability to, with minimal assistance, manage short term client relationships and balance conflict needs. I function well under pressure, and have well developed organisational skills. I take a professional approach to every problem and in professional manner find the solution for it.

3. Conflict Resolution.

I have ability to make people feel at ease when they are around me. I find that people respond well to my enthusiastic approach, and that makes it easy to solve possible conflict. In my experience, people tend to relax any tensions that they may feel once person who is trying to resolve a problem, talks to them in a relaxed voice and manner.

4. Professional Development

I have ability to seek and participate in professional development opportunities relevant to current work activities. I am very confident and enthusiastic individual. I seek to consistently improve performance, and encourage constructive criticism in achieving the goal. I take pride in my performance and feel a sense of responsibility to the community in delivering an expert level of guidance and information.

Having attained Certificate III in Information Technology, and currently studying Diploma in Multimedia Integration and IT Graphics, demonstrates my ability to take responsibility for my own training and development.

I have an open mind to new and different thinking and appreciate the advances that have been made in efficiency and services as a result of this process. I believe in the free exchange of ideas and information and in giving consideration to alternative viewpoints as part of the ongoing improvement process.

5. Working with Others.

I see myself as a team member committed to delivering a high standard of departmental services and efficiency, and coordinate with other team members accordingly. I respect my colleagues in the workplace and maintain a friendly and approachable attitude as a team member. I adhere to the principles of Equal Employment Opportunity and Anti Discrimination, and exercise fairness to other team members and in dealing with clients.

My environment is multi cultural, and I am quick to establish a good rapport.

People feel at ease in dealing with me and I am positive in my approach to helping them with their needs. I find that people respond well to my enthusiastic approach, which helps promote a positive work environment and contributes to team harmony and efficiency.

6. Planning and Prioritisation.

As stated, I am self-starter, and I will have no trouble to prioritise own workload within a team. I have exceptional organization skills that have developed with years of experience. I function well as a team member or as an individual, and I have no trouble adjusting to an environment I am in.

7. Desktop Systems.

My computer competencies include MS Office package (Word, Access, Excel, PowerPoint), Windows (95,98, 2000 NT, XP Pro), Outlook Express, Internet, Medical Spectrum, Macromedia (Dreamweaver, Fireworks and Flash), Adobe (Illustrator, Indesign and Photoshop) Ulead (Media Studio Pro, Cool 3D), discreet (3DS MAX), and other software packages. I also possess computer hardware skills. I also know how to use a digital camera and a scanner.

Since I have Hardware knowledge, I am very confident with what I do around computers, I will be able to identify basic faults in the appropriate manner.