

Jaala Malcolm

Personal Information:

Jaala Malcolm
Email: jaalaisnow@gmail.com
Central Coast, NSW

Career Overview

I am in my third year of a Bachelor of Food Science & Human Nutrition. I am undertaking a career change after being in various administration roles. From these positions I have gained a wide variety of skills; time management, financial and wage control, maintenance of various online programs and computer databases, events management and creation of policies and procedures. These roles required excellent communication and interpersonal skills which I have developed over the course of my career. Whilst at University, I have worked as a PASS leader and student mentor for Open Foundation students. I am passionate about reducing food waste, food equality and nutrition.

Summary of Qualifications

2017-2019	Bachelor of Food Science & Human Nutrition – University of Newcastle
2016	Open Foundation – University of Newcastle
2015	Senior First Aid Certificate
2013	Certificate IV in Customer Contact
December 2007	Certificate IV in Business Marketing - TAFE <i>Identify marketing opportunities</i> <i>Build client relationships</i> <i>Make a presentation</i>
2004 - Dee May Consultancy	<i>Communicating effectively with clients/patients (3 days)</i>
August 2002 - The Law Society of New South Wales	<i>Customer Service and Telephone Techniques</i>
April – December 2001 - Bedford Business College	<i>Certificate IV in Business Administration</i>

Scholarships

Faculty of Science Vacation Scholarship **University of Newcastle**
Open to 2nd & 3rd year Faculty of Science students
Undertook a voluntary 6 weeks research program (January – February 2019)

Work Experience

July 2019 **Sanitarium – Research and Development**
Voluntary 2-week work experience with the Research & Development team

February 2018 until November 2018 **University of Newcastle**
Peer Assisted Study Session (PASS) Leader

- *Develop learning materials for students undertaking Human Biomedical Science (HUBS) program*
- *Conduct hourly PASS sessions (twice weekly) to facilitate students learning of the material presented each week*
- *Maintain attendance records for each session*

February 2018 until November 2018 **University of Newcastle**
Student Mentor for Open Foundation Students

August 2010 until February 2017 **Ku-ring-gai Council**
Senior Administration Officer to Environment and Sustainability Manager and team

- *Personal Assistant to Manager Environment and Sustainability*
- *Maintenance of records using TRIM record system*
- *Updating and maintaining events in online booking system*
- *Updating and maintaining website content for team*
- *Events management for internal and external meetings*
- *Maintain confidential records*
- *Liaising with other departments*

January 2005 until July 2010 Sydney College of Skin Care

Administration Manager

Duties include:

- *Personal Assistant to Principal and Business Manager*
- *Maintenance of Internal registers and procedures.*
- *Keep records, manage database, update information, run routine reports and maintain a record of internal and external students attending training courses;*
- *Events Management including meetings, graduation*
- *Ensuring College remains compliant with government regulations*
- *Liaising with prospective students; emailing or posting College information, talking to prospective and current students over the phone, conducting College tours and providing general support to all students*
- *Production of quarterly newsletter for distance education students*
- *General office admin such as: ordering stationery, data entry, student record management, word processing, file management*
- *Creation of Policies and Procedures*
- *Wages – Including QuickBooks Payroll*
- *Management of QuickBooks Accounting program*
- *Financial management including payment of bills; forecasts, producing reports, reconciliation, daily settlement, petty Cash Management, banking etc*
- *Stock control including: product ordering for college and students, sourcing alternative stock to ensure budgets are met*
- *Employee Superannuation*
- *File Archiving*
- *Management of First Aid course, Product Knowledge, Correspondence student workshops*
- *Complaint handling*
- *Screening of calls for Business Manager and Principal*
- *Website management*

April – December 2004

Sydney College of Skin Care

Administration Assistant

Duties Included:

- *Acting as a public liaison when answering enquiries*
- *Screening phone calls*
- *Maintaining student database*
- *Organising Student Manuals*
- *General Administrative Duties*
- *Word processing*

February – April 2004

PJ Donnellon & Co Solicitors

Administration Assistant

Duties Included:

- *Data Entry*
- *General office administrative duties*

March – December 2002 Conditis and Associates Lawyers

Junior Receptionist

Duties Included:

- *Screening Calls*
- *Taking and picking up mail*
- *General office duties*
- *Daily banking*
- *Word processing*
- *Maintenance of filing system*

July 1999 – March 2002

Bi-Lo Kincumber

Service Assistant

Duties Included:

- *Customer Service*
- *Money Handling*
- *Use of Public Address System*
- *Relief Supervisor*
- *Stock Control*
- *Complaint Handling*

Skills**Skills I have acquired**

- *Team work*
- *Time Management*
- *Computer Proficiency*
- *Touch typing with an approx. speed of 70 wpm*
- *Telephone manner*
- *Confidentiality*
- *Creation of Policies and Procedures*
- *Excellent written and verbal communication skills*
- *Dealing with difficult customers*

Volunteering

I volunteer for Share the Dignity, an organisation that supports homeless women and women fleeing domestic violence.

References***Ms Marnie Kikken***

*Manager Environment and Sustainability
Ku-ring-gai Council*

Referees***Dr Lidija Kotula***

Sanitarium

Ms Marnie Kikken

*Manager Environment and Sustainability
Ku-ring-gai Council*

Mrs Kim Thomas

*Corporate Planner
Ku-ring-gai Council*

Contact details available on request