

Pamela Postgraduate

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Qualifications

2007

Master of Arts, International Relations

Monash University, Clayton Campus

- Australian Postgraduate Award

2004

Bachelor of Arts, First Class Honours

Major: Politics

Minors: German, Philosophy, English

Monash University, Clayton Campus

- Academic Membership of Golden Key National Honour Society in recognition of academic excellence

Demonstrated Key Skills

Project Management

- Highly developed research and analytical skills with a strong capacity to conduct independent research
- Demonstrated ability to develop goals and objectives and to implement strategies enhanced through lesson planning and teaching experience
- Proven ability to conceptualise problems and develop well-reasoned, integrated solutions, demonstrated through Honours/Masters research

Business Acumen

- First-hand understanding of the relationship between shareholder value and business performance acquired through work at TRE Bank, ZiNc and NAB
- Experience in change management and strategic management of mergers and acquisitions working for ZiNc throughout its integration with TRE Bank
- Demonstrated commitment to provision of superior customer experience in a number of demanding, high-pressure customer-contact roles, consistently exceeding customer and workplace expectations
- Acquired small business skills through participation in the Young Achievement Australia Business Skills Program

Communication and Teamwork

- Fostered through teaching, volunteer and extra-curricular environments, public speaking, debating and convening roles in workshops and discussions

Internationalism

- Proficiency in spoken and written German
- High level of intercultural negotiation skills attained through extensive travel, study and living in both developed and developing countries

Technical

- Conversant in terminology and competent in the use of modern office technologies such as Microsoft Word, Excel, PowerPoint

Employment History

2002 – Current

Customer Service Representative

ZiNc Telephone Banking, Melbourne

Responsibilities

- Providing a consistently high level of customer service to both internal and external customers of the Bank, in a constantly-changing, dynamic and high pressure environment, incorporating the mastery of various IT applications and the constant updating of information and resources

Achievements

- Promoted from entry-level role to one incorporating a higher level of autonomy, self-management and authority to make independent decisions
- Entrusted with more complex aspects of the business, like international and business transactions, customer complaints and lending queries
- Received several customer service awards, including being named Customer Service Representative of the Month for the Centre on three occasions, as well as receiving customer compliments and outstanding results in Quality Assurance Assessment
- Participated in a number of committees and workgroups examining best business practice, change management, merger implementation, technology testing and enhancement and quality assurance

2005 – 2007

Tutor

School of Political and Social Inquiry
Monash University, Clayton Campus

Responsibilities

- Teaching Australian Politics & Government and Introduction to International Relations to first-year level students for two semesters

Achievements

- Co-designed a new course structure with a redistribution of classroom and home based learning in response to funding cuts from administration
- Devised and implemented learning objectives, lesson plans and activities to meet language targets on a weekly, monthly and per-semester basis
- Adapted teaching methods to suit students from a variety of academic, ethnic, linguistic and ability backgrounds
- Facilitated the collation and analysis of assessment data through the design of a spreadsheet program
- Delivered a high quality learning experience to students that received consistently positive feedback when independently evaluated by Faculty

2003 – 2004 Held a variety of part-time **customer service** positions across a range of industries, including banking and insurance, retail sales, telecommunications and hospitality. **Employers included** the Commonwealth Bank, RACV, Myer, Optus, Target, Crown Casino and Hungry Jack's.

Community Experience

2004 Participant (as Marketing Director of a student company), Young Achievement Australia Business Skills Program
2003-2004 Sponsorship Officer, Monash German Club
2003 Represented Monash University, World Intervarsity Debating

Publications and Presentations

- "Seeking a New World Order?", in *Issues in Global Politics*, M. Smith, L. Homer and S. Russell eds., pp.200-239, Lynx Press, 2001
- "Defended to Death? Arms Control and International Security.", presented at The Australian Institute of Political Science Visions Conference, Sydney, October 2001

Achievements and Awards

2007 Australian Postgraduate Award
2006 Elected by postgraduate students to represent them at Faculty and Departmental Board and Committee meetings, Monash University
2004 Awarded Membership of Golden Key National Honour Society in recognition of academic excellence

Interests

- **Arts:** cinema, writing, theatre, jazz music
- **Sport:** cycling, tennis and indoor soccer
- **Leisure:** studying languages, cooking and travel
- **Travel:** travelled to USA, South East Asia, and Europe. Lived in Germany as an exchange student

Referees

Ms Joan Smith
Centre Manager
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Professor Barry Crane
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