

Rebecca Murphy

Unit 3 / 16-18 Abbott St, Coogee, NSW 2034, Australia

Rebecca.Murphy@bluemountains.edu.au

+61 424 889 430

Profile

I am passionate about customer service excellence and creating memorable experiences for people that they will remember for a lifetime. With a background in customer service across a number of industries, coupled with events coordination and management experience, I am looking for a career in the international resorts and events industry. I am a masters' student at the Blue Mountains International Hotel Management School, Sydney campus.

LinkedIn Profile: <http://www.linkedin.com/pub/rebecca-murphy/96/894/503>

Key Skills

- Skilled in the use of the Opera Property Management & Reservations Systems and the Micros and Lynx systems
- Commitment to and proven delivery of exceptional customer service
- Effective communication with people from diverse cultural and professional backgrounds, both written and verbal
- Ability to appreciate the big picture and take care of the details

Employment History

October 2015 – Current

Reservations Specialist

[Voyages Travel Centre](#)

[Voyages Indigenous Tourism Australia](#)

Key responsibilities include:

- Consistent delivery of high levels of quality customer service to guests
- Provision of quotes and suggested itineraries for guests planning vacations at Ayers Rock Resort and Home Valley Station
- Provision of information tailored to guest requirements regarding accommodation options, tour options and special events
- Booking and confirmation of accommodation, touring and car hire for guests
- Reservations administration for priority trade clients, travel groups, Online Travel Agents and Direct Consumer clients
- Advanced use of the Opera Reservations System, Lynx System and desk.com

April 2015 – October 2015

Receptionist (Industry Placement position)

[Sails in the Desert, Ayers Rock Resort](#)

[Voyages Indigenous Tourism Australia](#)

Experience included:

- Consistent delivery of high levels of quality customer service to guests, on the resort switchboard and at the front desk
- Check-in and check-out, in accordance with brand loyalty standards
- Process authorisations and payments, including cash, EFTPOS, credit and company routing
- Resolve customer issues and complaints
- Preparation of amenity cards and orders for VIP guests and guest special occasions
- Guest tour bookings and confirmations, both for Voyages products and external suppliers
- Reservations administration for Online Travel Agent clients
- Housekeeping shifts, as required
- Coordination of room service orders
- Coordination of restaurant reservations in consultation with the restaurants at the resort
- Provision of administrative support for the Personal Assistant to the General Manager
- Provision of training for new Front Office colleagues
- Advanced use of the Opera Property Management System and the Micros System

July 2014 – April 2015

Guest Service Agent

[InterContinental Sydney](#)

Key responsibilities include:

- Consistent delivery of high levels of quality customer service to guests, in the call centre and at the front desk
- Delivery of emergency response processes and procedures
- Audit and administration of credit check reports and trace reports
- Preparation and administration of welcome documents and benefits for brand loyalty program guests

July 2014 – Dec 2014

Student Ambassador - Marketing

[Blue Mountains International Hotel Management School](#)

Key responsibilities include:

- Assist in development of marketing plans for new programs and initiatives, including conducting market research
- Assist in development of social media promotions, including writing blog entries and social media postings
- Assistance at School events

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Nov 2012 – July 2014

Box Office Customer Services Representative

[Ticketek Melbourne & Sydney \(engaged through McArthur Recruitment Agency\)](#)

Key responsibilities include:

- Consistent delivery of high levels of quality customer service to customers and clients
- Process sales, both cash and EFTPOS
- Providing information on upcoming event and venue information
- Accurate cash reconciliation processes at start and end of each shift

Nov 2012 – Mar 2014

Service Improvement Officer

[Business Improvement Team, Dental Health Services Victoria](#)

Key responsibilities include:

- Development of process improvements ensuring delivery of quality customer service to clients and stakeholders
- Project planning, development and implementation
- Development and consumer testing of customer communication materials, both written and verbal
- Advanced presentation and training skills
- Development and implementation of policy and procedure supporting delivery of safe, quality customer service
- Staff training and support

Oct 2009 – Jun 2012

Manager, Enrolment Operations and Compliance

[Student Services Division, Monash University](#)

Key responsibilities include:

- Provision of high quality customer service across 6 locations in Australia, 1 in Malaysia and 1 in South Africa
- Stakeholder relationship management
- Stakeholder and customer negotiation and problem solving
- Event planning, management and operations
- Marketing presentation and recruitment skills
- Staff supervision, management and training: face-to-face and call centre
- Administration of and compliance with Australian Federal and State legislation
- Administration of agreements with stakeholders, internal and external, both Australian and international
- Assurance of accurate and timely data entry and integrity

Feb 2007 – Oct 2009

Manager, Student and Administrative Services

Faculty of Art & Design, Monash University

Key responsibilities include:

- Marketing presentation delivery, both in Australia and overseas
- Budget preparation and management

Education

2014 - Current	Blue Mountains International Hotel Management School Master of International Hotel Management (currently undertaking)
1996 - 2000	Monash University Honours degree of the Bachelor of Music Major Studies: Performance; Musicology Instrument: Voice

Other skills and Achievements

- Letter of Commendation for Academic Performance, term 4 2014 & term 1 2015, Blue Mountains International Hotel Management School
- Winner, Three Pillar Award: Creating Shared Value, Blue Mountains International Hotel Management School
- Nominee, The Hyatt Student Prize 2014, Blue Mountains International Hotel Management School
- Hold a current Australian passport
- Current NSW Responsible Service of Alcohol Competency Card
- Current member of Meetings & Events Australia (MEA)

References

Available on request.