



Melbourne, Victoria AUSTRALIA | Tel: 0435 516 527 | Email: lyndal@superstar-va.com.au

MARKETING // GRAPHIC DESIGN // ADMINISTRATION

Over 20 years experience in **Customer Service and Sales**, face-to-face, email and over the phone.
5 years experience in **Office Management and Administration** (including simple bookkeeping duties).
Accustomed to working in a fast-paced, varied role with many conflicting duties and deadlines, with a proven ability to **problem solve, multi-task and prioritise** accordingly.
Strong **written communication** skills – bolstered by the completion of a copywriting course.
Skilled in **social media and eDM marketing** using Facebook and Instagram (including paid advertising) and Mailchimp.
Graphic Design skills in both Canva and Adobe Suite including Illustrator and Photoshop
Highly **professional telephone manner** (with a friendly, clear and confident telephone voice).
Proficient in the use of **intranet, CRM's** and **Microsoft Office** programmes including Excel, Word and Outlook.
Confident, daily user of **Google Suite** including Mail, Search, Drive, Maps, Docs, Sheets, etc.
All topped off with an **out-going, confident, positive** personality and **can-do** attitude.

QUALIFICATIONS and CERTIFICATIONS

- 2020** Google Fundamentals of Digital Marketing Course
- 2018** Social Media Strategy and Content Workshop – The Social School
- 2017** Lean Training – Certificate IV in Competitive Systems and Practices (Manufacturing)
- 2016** Copywriting Essentials Course – Australian Writers Centre
- 2011** Full training in relation to hospital policies ie: infection prevention and control, health and safety, record keeping, handling of information, confidentiality and the safeguarding of children, young people and vulnerable adults.
- 2011** La Leche League Peer Supporter Training
- 2005** Mercedes-Benz Sales Training - including Selling Skills, Motability, Finance and Consumer Rights
- 1997** Bachelor of Arts Degree (Media Studies and Sociology), Swinburne University of Technology, Melbourne

PROFESSIONAL SERVICES

My vast skills base is the perfect platform for me to support small business owners who need that little bit of extra help. Business owners trust me to take tasks off their plate, freeing up their time to concentrate on, and ultimately GROW, their business.

SPECIALISING IN

Business Administration

Customer Service

Marketing – social media management, plus Mailchimp and Talkbox email automation

Copywriting – website, email and socials content, blog posts, etc

Graphic Design – proficient with Canva and Adobe Illustrator creating images for flyers, brochures, marketing content, etc

Website Management – experience with general management and updates of Wix, Shopify and Wordpress sites

Simple Bookkeeping – experienced with Easy Books, MYOB and MYOB Exo

Calendar Management – using Microsoft Outlook

CONTACT ME TODAY to discuss how I can support you to grow your business!

Lyndal McAteer

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