

# JESS RIVAS



0487 383 003



jessrivas@outlook.com



linkedin.com/in/jessrivasbne



jessdesigns.com.au



## EDUCATION



2015 - mid 2018

Queensland University of Technology

Bachelor of Creative Industries

Majors: Media & Communication, Advertising



2010 - 2011

Bremer Institute of TAFE

Certificate III Visual Arts & Contemporary Craft



## EXPERIENCE



2017 - April 2018

Communications Officer (part-time maternity leave position) | St Augustine's College

- **Advanced verbal and written communication** to liaise with media, businesses, and individuals as College representative - via email, phone, social media and in-person. Handle advertising projects and requests, miscellaneous enquiries/ complaints, and provide technical support for access to College websites and mobile/ tablet application.
- **Researching and analysing trends** for social media posts, newsletters, content for local media, and designing market research surveys as required, using data to improve engagement.
- **Creative content creation - graphic design, photo and video editing** using Adobe software for social media, newsletter, annual yearbook and student planners. Designed: covers and 50+ pages in 2017 yearbook, 2018 student planner covers, flyers for events, bus wraps, graphics for LED signs and website, presentations, and professional documents.
- **Planning, organisation and managing time efficiently**, co-ordinating 150+ staff to provide content for fortnightly newsletter, 2017 yearbook and 2018 student planners - with enough time to proof, submit to printer and be delivered to College ahead of deadline. Updating LED signs and websites regularly. Handling all responsibilities working 15 hours a week.



2014 - 2017

Freelance Administrator, Marketing Consultant & Graphic Designer | Jess Designs

- **Used self-motivation, initiative and independent thinking** to obtain work, providing small businesses (B2B & B2C) with various professional services as a sole trader. These include data entry, copywriting, graphic design, photo and video editing and website management.
- **Responsible management and professionalism**, collaborating with and listening to business owners. Able to problem-solve, compromise, and negotiate on projects positively. Ensuring invoices are correct and provided in a timely manner.
- **Multi-tasking, adaptability and fast-learning** when working with multiple clients with varying business practices, software and personalities. Utilising multiple marketing channels including social media, EDM (email), SMS, print, SEO (Google AdWords) etc. and using analytics to discover opportunities for growth.



2013 - 2014

Sales Representative (full-time position) | Telco Services Australia

- **Customer relationship management** by phoning existing Telstra customers and resolving account issues or queries. Being knowledgeable about products and sales to provide customer with information as needed and up-selling to reach weekly sales targets.
- **Quick thinking and pleasant phone etiquette** required to create rapport with customers, make appointments for call-backs, and avoid 'dead' silences.

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## EXPERIENCE



2012 - 2013

Cashier/ Service Desk Attendant/ Deli & Bakery Hand (casual position) | Woolworths

- **Provided excellent customer service** to best represent the company at all times, helping customers with product enquiries and complaints. Reached sales targets of raffle tickets and similar promotions at point of sale.
- **Attention to detail**, ensuring I arrived to work with a clean uniform and tidy appearance adhering to dress code. Cleaning register and aisles, returning products in incorrect areas, removing out-of-date products, and replenishing stock.
- **Leadership and delegation** as required, including supervising team mates when supervisor was unavailable and co-ordinating cash registers during on-peak times. Closing store and emptying registers and self-service machines at COB.



2012 - 2009

In-Store & Drive Thru Cashier (casual position) | McDonald's

- **Handled fast-paced, high-pressure work well** to take and fulfill orders quickly and correctly, whilst being timed by company software. Dealt with customer complaints efficiently with excellent customer service.
- **Practiced prioritisation and multi-tasking skills** to use a headset, take multiple orders, and operate a cash register at the same time.
- **Undertake OH&S/ WH&S training**, to understand the significance of responsibility in the workplace.



## PROJECTS



2016

Project Manager/ Liaison | Emerging Artist Presentation | Sony Music Australia

- **Researching** company's brand, music trends, and Brisbane's music scene for talent, for an emerging artist appropriate for project criteria. Ensuring artist aligns with company values, and analysing data to best present artist to executives during a formal presentation.
- **Utilising project management tools** such as Gantt charts, procurement plans, project status reports, recording meeting minutes and effective communication with stakeholders.



2010 - 2011

Visual Artist Liaison & Co-ordinator | Youth Week | Visible Ink (Brisbane City Council)

- **Budgeting** with project team members to plan and co-ordinate a large-scale event in Queen Street Mall, consisting of various workshops. Liaising with stakeholders to attain resources within budget. Extensive planning to prevent major issues due to weather, time changes etc.
- **Auditing** the project to evaluate processes and areas of improvement.



## REFEREES

• Donna Madsen | Business Manager  
St Augustine's College  
0400 115 195 | 07 3814 8300

• Leon Capra OAM | Senior Learning & Identity  
Brisbane Catholic Education  
0439 998 959 | 07 3440 7906