

Heike Miller

CONTACT



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GOAL

I help Christchurch organisations with temporary staffing needs in the areas of **administration, personal/executive assistance, reception, customer services and marketing**. I am an **excellent relationship builder**, well-presented and cheerful. I am highly interested in improving processes and experienced in **sole charge and am also a useful, efficient contributor within a team**.

UNIVERSITY EDUCATION

2009 - Postgraduate Diploma in Management Studies (via contact classes)

Waikato Management School (Corporate and Executive Education)

Papers included Economics for Managers, Human Resources Management, Developing Strategic Intent, Financial Analysis and Performance, Strategic Marketing, Managing People in Organisations, Principles of Finance and Commercial Law, Managing for Results.

2007 - Postgraduate Diploma in Business Administration (extramural, part-time) (Majoring in Communications Management)

Massey University

Papers: Management Communications, Advanced Business Communications, Advanced Cross-Cultural Communication, Advanced Public Relations

2003 - Graduate Diploma in Public Relations (via contact classes)

Waikato University

Paper: Media & Public Relations, Professional and Public Relations Writing, Public Relation Campaigns, Advertising and Identity.com, Intercultural Communications, Public Relations Cases

FURTHER SKILLS

- Great computer and general software skills, including Microsoft Office, Sharepoint, Wordpress website design, Mailchimp and Aweber.
- Online Business Manager and Social Media certifications and Social Media Community Management (2009)
- Excellent communications and relationship skills
- A great team player and also competent in sole charge positions
- Worked in Government organisations that require high levels of confidentiality

WORK EXPERIENCE

March 2015 – June 2015

Receptionist and Administration Support (temping)

Madison Recruitment Limited, Christchurch

Receptionist and Admin Support Officer at IAG in Direct Insurance Customer Claims.

April 2014 – December 2014

Personal Assistant (to Executive Group)

Canterbury District Health Board. Christchurch

Personal Assistant to the Strategic Communications Manager.

Event management, internal communications via the daily staff email, diary management, travel arrangement, Facebook updates, website updates and webpage approvals. dealing with marketing agencies and printing companies.

October 2013 – March 2014

Executive Assistant

Audit New Zealand, Christchurch

Executive Assistant to three audit directors (fixed term contract covering maternity leave).

Diary management, travel arrangement, typing, report formatting to a high standard.

March 2013 – September 2013

Customer Services (temping)

Kelly Services, Hamilton

Customer Services role at Inland Revenue Department in the Te Rapa Processing Centre.

Helped customers over the phone with their queries and data entry of Kiwisaver applications.

August 2008 – August 2013

Digital Marketing Assistant (freelancing)

PA Excellence Limited, Cambridge

Online Marketing and Business Management Assistant

Helped small business owners with their web business, website design, social networking planning and implementation, marketing strategy, e-commerce, video marketing, virtual event management, graphic design.

WORK EXPERIENCE CONTINUED

March 2007 – August 2008

Executive Personal Assistant

Environment Waikato (Regional Council), Hamilton

Executive Assistant to the Group Managers of Corporate Services, Biosecurity and Special Projects, and back up Personal Assistant to the Chief Executive.

Travel booking, meeting arrangements, diary management, minute taking, replying to correspondence from the public.

2005 - 2007

Personal Assistant (to Executive Group)

Waikato District Health Board, Hamilton

Personal Assistant to the Chief Medical Officer.

Managed the Senior Medical Staff Credentialing and organized doctors' communication workshops.

Diary management, meeting management (minute taking, agenda creation, meeting room bookings, catering arrangements), secretary to the Clinical Directors' Forum, the Medicines & Therapeutics Committee and the Clinical Board.

2004 – 2005

Real Estate Salesperson

Century 21, Raglan

Real Estate Salesperson in a small town agency office.

Listing and selling property, creating marketing material for the entire office, sales conversations, phone calls, contract management.

1999 – 2002

Administrative Secretary

University of Waikato, Hamilton

Personal Assistant to Head of Department of European and Hispanic Studies and support to lecturers.

Meeting management, minute taking, marketing assistance, student support, departmental representative for the Faculty Public Relations Group, typing of exam papers in four languages, entering final marks for students.

Management of relocating the department to a different location.

WORK EXPERIENCE CONTINUED

1996 – 1997

Animal Register Officer

Livestock Improvement Inc, Hamilton

One year fixed term contract doing data entry and post checking of animal register updates.

Required accurate and fast data entry skills and attention to detail.

1996

Temping

Inland Revenue, Te Rapa Processing Centre

Temping position in scanning IR5s.

My first position in New Zealand after arriving as a new permanent resident from Germany.

I worked in a team scanning tax returns for easier processing before sending the returns to the data entry team.