



## *Professional Experience*

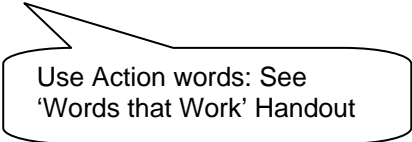
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### ❖ **Peer Counsellor**

January - November 2002: Student Services, University of Southern Queensland.  
USQ Careers & Welfare provides specialised career development and promotional services to staff and students of the University.

#### *Key Accountabilities and Achievements.*

- Guided prospective students in exploring the benefits of University study and University life.
- Successful assisted two students who had failed all of their previous exams to develop a study plan and pass their final exams
- Assisted students in planning effective class and study timetables.
- Assisted students in their study performance.
- Guided students with assignment preparation and planning.
- Referred students to other support services as necessary.



Use Action words: See  
'Words that Work' Handout

### ❖ **Placement - Counsellor**

2001 (8 weeks): Family Education Unit, Toowoomba.  
The Family Education Unit provides guidance and support to young children, through to parents experiencing family challenges.

#### *Key Accountabilities and Achievements.*

- Developed a new format for monthly reporting of assessment results, which streamlined the administrative procedures within the unit.
- Conducted initial family intake assessments.
- Built rapport with all family members
- Prepared and managed the creative play area for the children.
- Liated with psychologists on family issues and interventions
- Observed and recorded children's verbal and non-verbal communication and behaviour during play.

### ❖ **Welfare Committee Member**

June - November 1999: Student Guild, University of Southern Queensland.  
The USQ Student Guild Welfare Committee, co-ordinates welfare related activities on campus for the benefit of University students.

#### *Key Accountabilities and Achievements.*

- Assist with planning for the Amnesty International Fundraising and Awareness Day
- Introduced a Healthy Breakfast program to the USQ Campus
- Represented the Welfare Committee at events such as Reclaim the Night, the Women's Network, and the Red Cross Celebration.
- Assisted in the coordination and promotion of University sports teams.

## *Employment History*

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### ❖ **Customer Service Assistant**

2002 to the present (part-time): Harvey Norman, Toowoomba.

Any work that assisted you through Uni, but is not directly relevant to the job.

#### *Key Accountabilities.*

- Guide customers through the process of selecting and purchasing products.
- Manage customer complaints and return of products.
- Carry out cash register operations and daily reconciliations.
- Participate in team meetings and in developing strategies to increase sales.
- Pro-actively exceed monthly sales targets.

### ❖ **Receptionist**

2000 - 2002 (part-time): Hagan's Real Estate, Toowoomba.

#### *Key Accountabilities.*

- Managed the switchboard and direct calls.
- Maintained the appointments diary and booked in prospective clients.
- Maintained high quality customer relations through face-to-face and phone contact.
- Organised mail-outs to client database.
- Co-ordinated incoming and outgoing correspondence.

## *Professional Membership*

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- Board Member – AusDance, QLD.  
Ausdance, 2002
- Student Member – Australian Psychological Society.  
APS, 1999 – 2002

## *Referees*

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- **Dr David Mapstone**  
Senior Counselor/Supervisor  
USQ Student Services  
University of Southern QLD  
Ph: (07) 123 456
- **Mrs Karen Smith**  
Psychologist  
Family Education Unit  
Toowoomba  
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