

KEY PERSONAL SKILLS

- Professional phone manner and ability to multi-task
- Quick learner with an eye for attention to detail
- Excellent interpersonal and customer service skills
- High level of written and verbal communication skills
- Technically proficient with advanced computer skills
- Team player who is self-directed and shows initiative



TIFFANYBRANDENBURG

PERSONAL PROFILE

Friendly and professional with a passion for design and online retail, I have solid experience in fashion, e-commerce and design, with a focus on online support and communication. I'm interested in varied contract or permanent roles of 4-5 working days within a related field.

I'm skilled in working with the Adobe Suite, Magento, SAP, Zendesk, Syscap Minder, Wordpress, coding in HTML and CSS, Mac/Windows platforms, Microsoft Excel and Word, photography, social media platforms and eBay storefronts.

My design portfolio can be viewed at tiffbrand.wixsite.com/portfolio

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March 2017 - July 2017

E-COMMERCE, COMMUNICATIONS & GRAPHIC DESIGN ASSISTANT, CRESWICK WOOLLEN MILLS

- Managed Magento web store including uploading new products, writing descriptions, retouching images and some product photography
- Handled reception and customer service queries including inbound calls, email queries, live chat and updating customer databases
- Assisted the Support Manager in resolving order issues, delivery issues and processing online returns and exchanges
- Implemented and managed Creswick's eBay store, achieving \$4,000 of sales within the first 3 months
- Liaised with Merchandise Planning team, Communications Manager and Graphic Designer to ensure products for upcoming sales were available and correct online and in EDMs
- Adhered to the monthly communications schedule to update the Creswick Wordpress blog and various tourism sites with upcoming events
- Worked with the Chinese Marketing Manager to research and identify suitable online platforms for expansion into the Chinese market
- Assisted the wholesale team in responding to quote requests, invoicing, and reconciling discrepancies in Syscap Minder through monthly audits

December 2016 - February 2017

RECEPTIONIST & WOMENS WHOLESALE ASSISTANT, SHOES ONLINE

- Fulfilled general reception and admin duties such as answering phones, entering sales orders and assisting with invoicing and data entry
- Catalogued new season samples by photographing products, retouching images, and following correct file naming and database organisation
- Worked efficiently to organise and store the backlog of samples held on site and assist with showroom cleaning and setup

May 2015 - December 2016

ONLINE CUSTOMER CARE & ASSISTANT BUYER, MILAN DIRECT

- Handled a high volume of inbound calls, emails and live chats regarding product information, stock availability, pricing and logistics
- Problem solved to resolve complaints to the satisfaction of the customer while adhering to the company's policies and procedures
- Autonomously managed all customer service for Milan Direct's eBay store and achieved Top Seller status with seller rating of 98.8%
- Stepped up to assist the Buying team by conducting weekly audits in SAP/Magento, completing buying submission sheets (Excel), liaising with suppliers, updating stock levels in SAP, and reporting UX website issues
- Placed purchase orders in SAP for showroom customers and monitored fulfilment by liaising with suppliers and the Operations team
- Curated Milan Direct's pop up store on reality TV website for The Block and managed all order fulfilment from start to end

July 2012 - May 2015

SALES ASSISTANT & ONLINE CUSTOMER CARE, FACTORY X

- Delivered a very high level of customer service with experience in head-to-toe styling and building rapport with customers
- Worked in a team environment while prioritising own work time to ensure benchmarks and targets were achieved
- Quickly became efficient in working in Magento and multiple Zendesk accounts to respond to customer queries from all five Factory X brands
- Communicated with the Logistics team and stores Australia-wide to source products for order fulfilment and ensure timely dispatch
- Filled in as a fit model and assisted with ad hoc tasks during busy sale times

February 2009 - April 2015

BLOGGER & ETSY STORE OWNER, LEBLOGDESUSHI.COM

- Managed posts and promotional strategies of blog by collaborating with brands and other bloggers and growing social media following
- Conceptualised niche jewellery range from start to finish, including creating supplier relationships, pricing structure, hand-making products, design of packaging, product shoot styling, photography and image editing
- Maintained and updated Etsy store while fulfilling and dispatching orders and responding to customer queries
- Free-lanced as a designer creating a range of promotional materials and company identity/branding for both print and web

July 2012 - January 2013

STUDIO ASSISTANT & RECEPTIONIST, FRAGILE DESIGN

- Excelled as the face of the company in meeting/greeting clients and in screening and directing phone calls
- Worked in a deadline-driven environment to assist with project launches, reply to email and social media enquiries, maintain electronic databases and hard-copy filing system, organise email inboxes plus adhoc tasks
- Worked under the Senior Designer to produce web and print projects using Photoshop, InDesign, Illustrator and hand coding HTML and CSS

TERTIARY STUDIES

February 2012 - November 2014

CERTIFICATE IN FASHION DESIGN & TEXTILES, RMIT

- Researched, identified and forecasted trends for an existing fashion label, presenting results in professionally designed and printed book
- Developed business and marketing plan for a start up label, including first year budget, design of online store and social media plan
- Good knowledge of textiles and finishes with basic skills in CAD, pattern making and sewing

February 2005 - November 2009

BACHELOR OF MEDIA ARTS (DIGITAL DESIGN), UNIVERSITY OF SOUTH AUSTRALIA

- Developed a solid understanding of writing to a target audience, design theory, researching target markets for products and creating promotional copy, advertising materials and marketing plans
- Worked closely with clients to design and market real projects while adhering to existing company style guides and client specifications
- Developed excellent skills in the Adobe Suite and designed promotional materials including brochures, flyers, large-scale advertorial banners, web graphics, packaging and websites

TIFFANYBRANDENBURG

VOLUNTEER & EXTRACURRICULAR

Jun 2015 - Present

Graphic Designer

Melbourne Lindy Exchange

Feb 2015 - Present

Dance Troupe Performer

Swing Patrol Melbourne

March 2011 - July 2012

Fashion/Market Editor

Dujour Magazine

Sep 2011 - Nov 2011

PR & Marketing Intern

Nicole Fendel

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19 December 2016

To Whom it may Concern;

Over the course of the last 18 months, Tiffany has been an exemplary staff member at Milan Direct. I have overseen her as a manager with her progression from customer service to running our eBay account and dealing with our VIP suppliers to maintain and improve our relationships with them.

Whenever Tiffany was requested to do a task, she not only managed to complete it within the time-frame requested but often was able to identify what extra information was required to produce insight. I would certainly recommend her for any position that required any of the following skills:

- Excellent attention to detail
- Logical and critical thinking
- B2B communications
- Data analysis
- Customer support and sales
- Time sensitivity

Tiffany constantly exceeded our eBay customers expectations and had great rapport with customers and colleagues alike. I found Tiffany to be proactive, detail-orientated, and a quick learner with a positive attitude and I am sure she will excel in whichever field she wishes to pursue.

Thank you for taking the time in reading.

Yours sincerely,

Adam Metherell
Purchasing & Project Manager, Milan Direct
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