

NIKKI REES

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EDUCATION

- Full Stack Development Flex Bootcamp, Sydney University (May 2020 – current)
- Bournemouth University, UK 2005 – 2007 Diploma HE in Event Management
- A-levels in Psychology, Graphic Design and Photography

EMPLOYMENT HISTORY

TAL (May 2019 - current)

Executive Assistant, Chief Customer & Brand Officer

Executive Assistant, GM of Health Services & GM of Customer Operations & Underwriting

- Modern Workplace Change Champion, supporting team with transition to new windows systems.
- SharePoint management, intranet updates and communications.
- Executive support including secretarial duties, diary and inbox management.
- Budget, expense and invoice management.
- Event management for internal employee events and external customer forums.
- Project coordination for specific department specific initiatives.

Profiling Online (August 2018 – May 2019)

Client Services Manager

- Implementation of assessment and engagement software providing businesses with customised solution design in line with strategic requirements of global and domestic organisations.
- Delivering systems training for clients and developing sustainable training resources that remain dynamic to software development rollouts.
- Leading the delivery of high-quality client account management and support including advice on best-practise, communications and process design.
- Managing and developing a team of three administration staff.
- Building capability frameworks within the software and customising reporting and data outputs as required.

Korn Ferry Hay Group (January 2016 – June 2018)

Analyst, Strategy Execution and Organisational Design

- Spearheaded the proposal process for an organisational benchmark for a large FMCG company, resulted in a \$80k win.
- Key project member of a large job evaluation implementation process for one of Australasia's medical community. Received exceptional client feedback and won an additional \$50k worth of work with the client.
- Developed a solid working knowledge of talent & leadership solution areas to provide client support and practical input on solution design.

Senior Project Coordinator, PMO

- Led the project resourcing, coordination and strategic management of a \$2.2 million assessment and leadership development project for one of Australia's largest financial institutions. Recognised by the client and internal Senior Partners for exceptional delivery and management of the project, contributing to the winning of long term contract to roll the solution for a further 3 years.
- Won the employee of the quarter award in November 2017 for high quality project management of assessment centre program.
- Implemented internal communications initiative which has increased consistency and efficiency for the business unit.

Australian Tourism Export Council, Sydney (May 2015 – December 2015)

Digital, Memberships Coordinator & Executive Assistant

- Delivered continued coordination of the National Board requirements including liaison for external Directors, scheduling, minute taking and the compilation & distribution of National Board Papers.
- Implemented the development and launch of the digital platform to the Council's member base and provided ongoing technical support to Members and Staff in their use of new online platform iMIS
- Instigated and implemented the redesign and management of email marketing strategy and platform for Members and Media communications.
- Nominated by the organisation for sponsored participation in the Emerging Leaders in Tourism Excellence Program (ELITE) alongside 30 of my industry peers. Successful completion of the program culminated in the presentation of a solution to develop tourism within the Central Australia, recognised and commended by the Minister for Tourism.

CareerLounge, Melbourne (September 2012 – October 2014) – Partnerships Manager (*Split role with Helix Digital*)

- Provided analysis, lead generation and development, securing sales meetings for the Managing Director resulting in partnerships with FTSE 100 companies, Financial institutions, Government business enterprise, universities and State Governments.
- Developed and delivered a successful onboarding program on an ongoing basis, enabling Partners to confidently use the platform through face to face training sessions and support as well as managing brand integrity on behalf of the client.

Helix Digital, Melbourne (May 2012 – October 2014) - Account Manager & Executive Assistant

- Took carriage of all client accounts ensuring service & support requirements were met and initiated sale of development of existing websites and design work.
- Managed acceptance testing with the client and delivered content management system (CMS) training and supporting materials to external teams nominated by the client.
- Developed strong understand of website development processes and learnt basic coding skills to troubleshoot and fix level 2 support issues in lieu of a junior developer.

Swinburne University of Technology, Melbourne (October 2011 – April 2012) - National Recruitment Team – Temporary role

- Restructured and maintained CRM and provided event management support for the universities' largest recruitment program resulting in continued temporary contract renewal.

Brand & Deliver Productions Ltd, London UK (July 2007 – Sept 2011) - Account Manager, Event Manager, & Production Assistant

- Leading Event Manager of 2-day national telecoms conference for 800 delegates, successfully managing a budget of GBP 550,000. All planned and implemented on 2-week turnaround, resulting in repeat business from one of Europe's leading Telecoms company.
- Conceptualised, pitched and won contracts to deliver B2B, B2C & PR event concepts to prospective & existing clients.
- Created and developed the concept of an interactive training program for the UK's leading telecoms provider that was critically commended by the AWA Event Awards.

SKILLS

- Extensive knowledge of Microsoft Office suite including intermediate Excel
- Working knowledge of Drupal, WordPress & basic Magento content management systems
- Implementation and management of CRM systems e.g. Highrise, Salesforce & iMIS.