

Jessica Longmuir

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Address 31 Constance St, Hawthorn East, Victoria 3123

DOB 27/07/2004

About Me

I am a responsible and diligent individual who completes everything efficiently, without compromising quality. I have approximately two years' experience in customer service, both in and out of the office. The outdoors, being a strong passion of mine, has provided me with many practical skills. My broad experience, from the care of livestock to social media management, validates my versatility and success in a range of roles.

Key Skills

Communication
Organisation
Attention to detail
Technology

Achievements and qualifications

WWC
P2 Probationary Driver's Licence
MLC Marshmead - Year 9
Pony Club Victoria C Certificate
Cert. II in Applied Languages - French
RMIT Content & Social Media Marketing
Cert. III Equine Studies

Education

2024	Diploma of Conservation and Ecosystem Management	RMIT
2023 - 2023	Content and Social Media Marketing Short Course	RMIT
2021 - 2022	VCE	Methodist Ladies' College
2020 - 2021	Cert. III Equine Studies	Box Hill Institute

Graduated with an ATAR of 90.35, studying:

English Language
Chemistry
Mathematical Methods
Business Management

Professional Experience

Waitress

Squires Loft Camberwell
Feb 2021 – Dec 2021

The position involved tasks such as seating customers, taking orders, communicating with the team, providing high quality customer service, keeping an organised and clean

environment, working under pressure with maximum efficiency and taking initiative.

Waitress

Stringers Café Sorrento

Nov 2022 – Jan 2022 (summer casual position)

Section waiting, seating customers, taking orders, serving customers in takeaway section on cash register, restocking, sale and service of takeaway ice cream.

Waitress

Hotel Sorrento

Nov 2022 – Jan 2022 (summer casual position)

Various roles including food running, section waiting including taking orders via Ordermate, dishes, catering at functions, clearing and setting tables.

Marketing Associate

Magic Car Wash & Perfect Car Wash

Feb 2023 – Feb 2024

Competent use of technology, including Microsoft and Adobe programs to produce and analyse both organic and paid content for TikTok, Instagram and Facebook.

Coordination of professional video shoots with relevant parties.

Knowledge of current online trends to successfully achieve objectives and grow the business' social media organically.

Use of SEO techniques for social media.

Responding to google reviews, website messages and customer emails.

Liaising with store managers and franchisees to resolve customer complaints.

Management of the marketing and customer database, social media accounts and Google My Business for all 22 locations.

Basic use of Word Press alongside website developers.

Producing social media content for promotional campaigns within the business.

Coordinating production and delivery of physical campaign materials to stores.

References

Magic Car Wash

Zac Keane (General Manager) 0451283322