

ETHAN BACK

Administrator

CONTACT

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SKILLS

// PROFESSIONAL

Administration
Construing legislations
Team work
Time Management
Conflict Resolution

// TECHNICAL

Adobe Suite
CRM
Microsoft suite 365 (Proficient in Excel, etc)

EDUCATION

Master of Property

Valuations
University of Technology, Sydney
Class of 2022

Advanced Diploma in Civil Construction Design

Granville Project Management
Class of 2019

SUMMARY

My name is Ethan Back and I currently work as a NDIS customer service agent. I've been in this industry for over three months and I am ready to take on an extra challenge by joining the internal review team. I have a wide range of skills and qualifications such as a masters degree in property development. I am the type of staff who you would definitely not regret hiring because I do not make any mistakes that could potentially damage your company. I thrive in administrative roles. I am also extremely punctual and reliable.

EXPERIENCE

Administrator

June 2016-June 2022

Maroo Floor Services, Greater Sydney

Maroo Services is a flooring firm that specialises in timber flooring. This entity liaises with various stakeholders from various fields to ensure that their external clients receives the best floor finishes. As a administrator of this firm, some of my main important duties included

- Site appraisal (dimensions, floor evaluation)
- General business finances (invoice, receipts, taxation, transaction problem solving, payroll)
- Business development (Networking, advertisement, stakeholder relationship management)
- Labour hire (staff management and training)
- Material procurement (Material price analysis and estimation)

NDIS Customer service officer

May 2023 - September 2023

Serco Asia-pacific, Dandenong

As a NDIS customer service officer, I've dealt with numerous participants, providers and internal staff members. I approach my administration work with the mindset that all details matter and that my mistake can have a detrimental impact on all parties involved. I enjoy my work as I definitely know that my actions are having a positive & profound impact on our community.

- Providing support for participants & providers by lodging Access Requests, s100, s48, s47a, IT ticket, and referrals
- Complying with relevant legislations e.g. Privacy Act
- Providing participants/providers with clarifications on outcome of their claims
- Providing advices to participants/providers on resolving their matters quickly & efficiently as possible
- Record keeping/editing
- Construing and interpreting legal documents (e.g. child protection court documents)