

Anna Darling

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Seeking graduate-level opportunity in a management consultancy firm

Personable and astute student with proven time-management and collaborative skills developed through internship programs and volunteer engagements. Highly articulate individual, confident working with diverse cultures and situations in which cultural awareness and appreciation are integral. Strong academic background, maintaining above-average results. Invited to participate as member of the Golden Key Honours Society. Knowledgeable and keen graduate with solid theoretical business understanding and some practical experience. Seeking opportunity to start a professional career with the long-term aim of working as a management consultant.

KEY SKILLS

- Client engagement and support
- Report development
- Research
- Statistical analysis
- Business administration
- Proposal development
- Customer service
- Business development
- Records management
- Scheduling
- Change analysis
- Process development
- Policy analysis
- As Is & To Be process review
- Process re-engineering

Software Skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox ~ SDSS

EDUCATION

Monash University

2011 - 2013

Bachelor of Business (Commerce)

Academic Achievements

- **2013:** Commendation: "Highest Academic Achievement" in Business Law
- **2012:** Invited into Golden Key Honours Society in recognition of above average results
- **2011:** Commendation: "Highest Academic Achievement" in Statistics

PERSONAL ATTRIBUTES

- ✓ **Effective Communication Skills:** Articulate communicator with an appreciation for the different communication styles required when working with team members or customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensuring honesty, reliability and ability to responsibly undertake tasks.
- ✓ **Flexible:** Understanding of the need for flexibility in order to support last-minute demands and changes. Comfortable with changing environments and situations, ensuring ability to remain flexible and adaptable at all times.
- ✓ **Time Management:** Dedication to effective prioritisation and management of time by allocating tasks and recording activities in diaries and daily to-do lists.

WORK EXPERIENCE PLACEMENT

SMITH MANAGEMENT CONSULTANTS - INTERN

JANUARY 2013 - MARCH 2013

3-month internship with management consultancy firm supporting small businesses with guidance on business management and policy development.

Achievements and Contributions

- **Client Engagement:** Worked with clients and provided general support under direct supervision of Management Consultant. Managed client files and followed up key actions.
- **Business Administration:** Assisted with general business administration tasks including responding to incoming enquiries and preparing proposals for clients.
- **Report Development:** Prepared reports following customer site visits and meetings. Accurately reported outcome of meetings while identifying tasks and activities that required follow up by client or consultant.
- **Research:** Undertook extensive research to develop an understanding of various legislation and regulations relevant to clients' requirements. Collated research into client files and firm's information library.
- **Business Development:** Contributed to reviews of marketing opportunities for sourcing new clients. Provided recommendations, including increased social media interaction, which were received positively.
- **Process Development:** Documented key processes for customers to assist with developing solid understanding of their capabilities. Reviewed all activities and provided As Is process maps.

Testimonial

“Anna worked with our organisation during a 3-month internship opportunity. We selected Anna for her mature approach to this position and her very strong communication skills. She did not let us down and over the 3 months she developed key skills while proactively contributing to the work environment. We wish Anna all the best of luck in her career and can strongly recommend her as an employee”

—*Mick Smith, Director, Smith Management Consultants.*

VOLUNTEER PLACEMENTS

St Vincent De Paul

2010 - 2013

Provided support during various fundraising activities for local community group. Assisted at events and gatherings including providing suggestions to help meet fundraising targets. Personally, attended various events, including spending time with homeless youth in Melbourne CBD.

Community Gardens Volunteer, Melton

2011 - Current

Worked in community gardens assisting members of the local community with planting and caring for allocated sections. Assisted with setup and preparation of community garden, including general repair and maintenance works.