

Contact Details

Name: Ms Bobby-Jo Pacewicz
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Strengths

- Highly developed Interpersonal & communication skills
- Developed analytical, problem solving and negotiation skills
- Honest, reliable, efficient & punctual
- Staff management, training and recruitment experience
- Customer/client focused
- Empathetic and sympathetic to client/staff needs
- Effective time management & workload prioritisation skills
- Self-directed learner – motivated and keen to learn new skills
- Highly organised
- Native English
- Ability to speak, read and write Czech fluently
- Sales team management
- Sales/customer service experience
- Project management
- Advertising, marketing and sales promotion sales
- Business development
- Translating and proof-reading freelance business
- Nursing and social work experience – child protection, drug and alcohol addiction, aged care case management, domestic violence etc.

Education/Qualifications

Latrobe University
Bachelor of Health Science
1996 - 1998

Employment History

United Call Center (UCC) – Hungary (Remote)

Start Date: February 2020
End Date: Current
Position/Title: Supervisor – Czech Republic

Responsibilities:

- Coordinating Czech Republic team to meet monthly and yearly targets
- Staff payroll
- Staff training and management
- Quality Assurance

- Marketing and business development of life sciences and medical research services
- Administration duties
- Team building
- Management meetings
- Client liaison
- Customer relationship management (CRM)
- Translating and correcting documents
- Reporting as required
- Management duties as required
- Performance management of staff

Praga Medica – Prague CR

Start Date: January 2019
End Date: June 2019
Position/Title: **Team Leader IVF/Sales & Business Development**

Responsibilities:

- Coordinating IVF team to meet monthly, quarterly and yearly targets
- Budget management
- Staff training and management
- Staff education
- Billing of clients
- Marketing and business development of IVF services
- Administration duties
- Team building
- Management meetings
- Client liaison
- Customer relationship management (CRM)
- Translating and correcting documents

MMI Prague (UNICA IVF) – Prague, CR

Start Date: May 2017
End Date: December 2018
Position/Title: **International Coordinator/Business Development Coordinator**

Responsibilities:

- Coordinating patient care for patients outside the Czech Republic
- Invoicing accounts
- Educating customers regarding IVF treatment
- Marketing & business development of the company
- Policy & procedure development
- Customer relationship management (CRM)
- Translating and correcting documentation
- Patient care post-surgery
- Mental wellbeing of patients and their partners
- Administrative duties
- Medication education as per protocols

Park Lane International School – Prague, CR

Start Date: January 2015
End Date: February 2017
Position/Title: **School Health Nurse/School Counsellor/Subject Leader PSHE (Primary)**

Responsibilities:

- Looking after the health and mental wellbeing of primary & secondary students and staff
- Undertaking health and development workshops in conjunction with PSHE curriculum
- Managing school health budget
- Health project management
- Promoting health and safety
- Organising activities/workshops for International Health Day, International Women's Day etc.
- School health excursions
- Liaising with school family members
- Assisting teaching staff with projects
- Immunisation updates
- Marketing and promoting of school health activities
- Student counselling – social, emotional, academic
- Any administrative duties as required
- Referrals to external agencies as required
- Working with Learning Support staff to ensure children are receiving best possible interventions
- Learning Support

BP Native Translations (Own freelance company) – Translating/Proofreading Services

Start Date: June 2012
End Date: Current

Responsibilities:

- Translating, proofreading, editing, copywriting and interpreting services
- Negotiating contracts
- Negotiating budget and cost of project
- Salary negotiation
- Customer service
- Marketing
- Admin duties related to running a business
- Project management

Presto Language School, Prague & English Teacher & Translator/Proof-reader

Start Date: June 2012
End Date: August 2015
Position/Title: **English Teacher/Translator/Proofreader**

Responsibilities:

- Teaching English to adults, teenagers and children
- Company and private lessons
- Grammar, conversation and mixed lessons
- Teaching students from beginner to advanced level
- Exam preparation

- Translating and dubbing work for various agencies

Bio Agens Research and Development – BARD, Prague, CR

Start Date: May 2012
End Date: November 2014
Position/Title: **International Sales Director**

Responsibilities:

- Coordinating foreign sales and negotiations
- Key account management
- Contract development and management
- Creating and maintaining SLA's
- Staff training and supervision
- Staff management – counselling re incidences, training needs and development, performance reviews
- Sales partner training and development
- Sales and marketing of company products
- Development of marketing materials
- Product promotion
- Order management/logistics
- Representing company at trade, business shows/fairs
- Sales and development meetings
- International travel re negotiations/sales
- Product development
- Business development
- Customer service/complaints handling
- Budget management
- Operations management
- Project management regarding new product launches, brand management etc.

Cable & Wireless Optus (Call Centre) - Australia

Start Date: February 2005
End Date: December 2011
Position/Title: **Sales Consultant/Team Leader**

Responsibilities:

- Marketing and promotion of Optus products
- Department budget management
- Monthly sales/target & KPI reporting
- Staff training, supervision & rostering
- Staff debrief & weekly team/target/sales meetings
- Customer service - complaints resolution, call escalation, feedback, refunds etc.
- Promotional & marketing tasks i.e. new product promotions, internal staff competitions
- Quality assurance – adherence of practices, constructive feedback, criticism & suggestions
- Compliance of OH+S principles & Worksafe practices
- Identifying business growth opportunities
- Identifying staff training needs
- Customer sales
- Staff management – counselling re critical incidences, performance reviews & individual development plans, regular staff meetings.

- Team managed was first within the call centre for highest sales recorded 4 months in a row

Prior Positions

Cunderdin District Hospital Australia – Director of Nursing

M + M HealthPower – Clinical Services Manager

Uniting Care Community Care – Case Management Team Leader

I am a registered nurse and social worker and my previous positions were within the acute, aged and community health sectors such as Neurology, Neurosurgery, Intensive Care, Emergency, Community Nursing, Aged Care nursing, Addiction Counselling with both teens and adults, Child Protection as well as supervisory roles in hospital, social work and not for profit facilities. I worked for private, government and not for profit organisations. I also have much experience in sales and customer service both in a call centre and face to face. I have also worked in hospitality as a waitress, barman and in promotion.

Computer Skills

- MS Excel - Intermediate
- MS Word – Advanced
- MS Powerpoint - Advanced
- Outlook Express – Advanced
- Various in-house computer programs as required
- CAT tools for translation

Awards

- Accepted into the Australian Ballet School in 1990
- 2nd in Victoria under 13 and 8th in Australia for snow skiing – giant slalom & slalom.

Languages

- English - Native
- Czech - Fluent

Interests

- Medical Law
- Dancing
- Reading
- Music
- Swimming