

Software

- Klear
- Stroom
- Telum
- RocketReach
- Trello
- Adobe Suite
- Google Suite
- Jira Management
- Buffer

Skills

- Copywriting
- Content creation
- Social media management
- PR pitching
- Talent coordination
- Campaign administration
- Media reporting
- Graphic design
- Customer service
- Multitasking
- Organisation

Education

Bachelor of Arts

University of Melbourne
Feb 2018— Dec 2020

Major in Media and
Communications

Experience

Account Management Intern

Papermill Agency | October— December 2024

- Gratefully accepted a 2-week extension to my internship, following great feedback from the wider team on my high standard of work and helpfulness during a busy period.
- Produced content across a variety of formats and styles, including blog posts, press releases, web copy & social media copy.
- Developed monthly & evergreen content calendars for social media clients.
- Provided support to the graphic design team, building social media templates & reworking pitch decks to best represent the agency.
- Performed media reporting protocols to keep clients up to date with coverage hits, maintaining relevant databases.

Marketing and Communications Intern

Alt/Shift | July 2024— Present

- Supported PR team in drafting press releases, pitches & media matrixes.
- Created content for the agency's social media to showcase campaign results.
- Coordinated with talent for brand collaborations and followed up on deliverables.
- Used agency tools such as Klear, Stroom & Telum to research and collate data.
- Assembled weekly media coverage clips & EOC reports to measure results and highlight campaign success.
- Provided admin support to account management team, ensuring smooth campaign delivery.
- Assisted the graphic design team with ad-hoc design tasks, including content mock-ups and EDM assets.

Reception— Customer Service Officer

ONCALL Group Australia | Apr 2022— Mar 2023

- Adapted to a high-pressure work environment, efficiently handling up to 500 incoming calls per day on behalf of the nationwide organisation
- Developed and maintained rapport with clients & colleagues through friendly, clear communication.
- Efficiently multitasked while staying on top of priorities, becoming highly organised & skilled at managing a fast-paced workflow.
- Gained versatile administrative skills across data entry, inbox management & diary management.

Freelance Creative

ivory.clouds | 2018— Present

- Offering logo design, illustration, social media management and copywriting.
- Producing content to a brief in consideration of brand guidelines and constraints, while remaining flexible in my creative process.
- Presenting work to clients and diligently implementing feedback.
- Maintaining clear and professional communication with clients throughout the creative process.
- Utilising Instagram and TikTok to promote my work, engage with my audience and accept commissions.