

Jamie Miller

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94a Chelsea Street, Christchurch, 8062

PROFESSIONAL SUMMARY

Honest and hardworking professional experienced in various fields including bilingual education, photography, hospitality, and system testing. Able to fill many roles, adapt well, and am a quick learner.

Great communication and interpersonal relationship skills, developed by many years in the hospitality sector and honed by my recent years in English language instruction in a foreign and intercultural environment.

KEY SKILLS

- Japanese Language • IT Suite (Google, Microsoft, Adobe) • Administrative Support
- Adaptability • Task Prioritization • Customer Relations • Interpersonal Skills

WORK EXPERIENCE

Recovery Coordinator

ACC Victoria Street – Hamilton December 2022 – November 2023

ACC Cashel Street – Christchurch, November 2023 - Present

- Having worked in the call centre, Assisted Recovery, and Integrated Recovery, I have the skills and knowledge to manage any and all aspects of client recovery.
- Am a SME on two business processes, one of which has included development of a new, more efficient way of working nationally alongside a business analyst.
- Promoted to Level 2 (Senior) Recovery Coordinator.
- Able to handle the increased delegation and ability to make decisions with minimal oversight.
- Able to meet targets while also partaking in roles outside of my core role such as managing

Whāia Te Tika and Huakina Te Rā portfolios and being a union delegate.

- Successfully maintain a case load of an average of 65 clients of high complex needs in one-to-one management.

Customer Experience Representative

ACC Te Rapa – Hamilton, New Zealand November 2021 – December 2022

- Embodied the three pillars of Mārama, Manaaki, and Āhei on each of my calls.
- Tri-skilled in Business, Client, and Provider to be able to deal with almost any query that comes through the contact center.
- Business email trained and BUS/CLI webchat trained.
- Running of a recognition and rewards portfolio within my team to encourage engagement and support in ourselves and of our colleagues.
- Emphatically assist clients who may be under hardship and/or in pain and offer guidance to get the assistance needed.

Bilingual Kindergarten Teacher

Kids Duo International - Toyonaka, Japan April 2020 - August 2021

- Promoted student development, safety, and overall well-being. Led by example to emphasize mutual respect, self-worth, self-discipline, cooperation, consideration, and responsibility.
- Implemented diverse instructional techniques to encourage and motivate students, including technology-based learning tools (Starboard Interactive Whiteboard) and tactile learning activities.
- Created and delivered lesson plans and activities for daily instruction. • Supervised students and monitored control of behavior in classroom, library, playground, and field trips.
- Assessed student needs to develop and implement curriculum.

English Instructor

NOVA Ltd. Co. - Toyonaka, Japan March 2018 - March 2020

- Assisted students with planning educational and career pathways based on knowledgeable assessments of individual strengths and interests.
- Helped students learn course material with well-implemented instructional approaches.
- Assisted students with course materials by effectively using Q&A time, email communication, and office hours.

System Test Analyst

The University of Waikato — Hamilton, New Zealand August 2017 - February 2018

- Developed testing processes to assess error or bug retests, usability, and database impacts.
- Documented bugs with in-house software and reported defects to developers.
- Met project scope and delivery targets with effective planning and scheduling of testing strategies.
- Maintained extensive library to test cases, updating for current needs.
- Maintained meticulous test procedure documentation to support replicability and compliance.

Promotions Host

Skycity Hamilton - Hamilton, New Zealand May 2016 - August 2017

- Supported customer needs by inquiring about their service and quickly resolving any issues.
- Maintained professional, customer-facing appearance 100% of the time.
- Announced draws and competitions, monetary amounts, other prizes dates, and winners.

EDUCATION

Bachelor of Arts

The University of Waikato Hamilton, New Zealand December 2017

Double major in Linguistics, International Culture and Languages, Specializing in Japanese

Study Abroad

Kansai University of Foreign Languages (Kansai Gaikokugo Daigaku) [関西外国語大学]