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# Paula Wynyard

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## KEY SKILLS & EXPERIENCE

- Well-developed verbal and written communication skills.
  - Demonstrated capacity for focusing on relevant details and ability to generate accurate and timely documents.
  - Demonstrated ability to work without supervision.
  - Experienced working in high pressure environments with competing priorities and tight turnaround times.
  - Demonstrated experience and effectiveness in liaising and building relationships with people across all organisational levels.
  - Demonstrated experience in co-ordinating events and conferences for large numbers of participants, both locally and internationally.
  - Demonstrated ability to develop and implement plans.
  - Demonstrated ability to work as part of a team to achieve common goals.
  - Well-developed knowledge of a range of software packages including Microsoft Word, Excel, Outlook and PowerPoint.
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## EDUCATION

**1998 - 2005**

**Stott's Off-Campus College**

Business Marketing (via correspondence)

*Completed Subjects:* Selling, Marketing Concept, Buyer Behaviour, Sales Management, Business Law 1, Applied Business Economics, Marketing Communication, Strategic Marketing, Direct Marketing, Product Innovation, Business Communication

*(NB: Course unable to be fully completed due to the college going into administration)*

**1990**

**Cambridge College**

Secretarial Diploma

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## PROFESSIONAL EXPERIENCE

### **Fitness First Australia**

**July 1999 – November 2008**

*Fitness First is the largest global health club and gym operator with over 1.5 million members in 550 clubs worldwide, with over 85 clubs in Australia alone.*

#### **Personal Assistant to Global Sales Director**

##### **Key Responsibilities:**

- Prepared the correspondence and liaised with Senior Executives
- Liaised with Head Office and Club Management Staff
- Prepared and distributed national and international daily sales reports
- Prepared club management commissions
- Prepared and distributed national monthly reports
- Prepared and distributed monthly sales and business launch documents
- Managed and co-ordinated training events
- Prepared training manuals
- Organised conferences and events
- Prepared PowerPoint presentations
- Scheduled meetings and diary managed
- Managed and co-ordinated travel both nationally and internationally
- Managed and maintained the internal intranet site
- Screened incoming calls and emails and actioned / delegated where appropriate

##### **Key Achievements**

- Successfully prepared accurate and timely reports for management
- Successfully planned and co-ordinated monthly sales launch event for 100 to 200 people across 30 Clubs
- Successfully planned and implemented overseas business trips for the Global Sales Director, across multiple locations and within very tight timeframes
- Successfully planned and implemented training events for 5 to 100 people, both local, nationally and internationally, and ensured that the training materials were well-presented and accurate
- Successfully prepared accurate commissions for 100 to 150 management staff across 80 clubs

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### **Germantown Pty Limited**

**November 1992 – June 1999**

*Germantown Pty Limited, a division of Goodman Fielder (now known as Danisco), produces and sells tailored blends of emulsifiers, stabilisers and other functional ingredients designed to solve customer problems predominantly in the food industry, in Australia, New Zealand and a large presence in North & South America and Asia.*

#### **Marketing Assistant**

**January 1998 – June 1999**

##### **Key Responsibilities**

- Generated and updated product information and specification sheets
- Managed and co-ordinated meetings and conferences
- Managed and co-ordinated the Annual Ice Cream Course
- Prepared PowerPoint presentations

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- Generated information packs for prospective customers
  - Generated monthly sales reports
  - Developed and maintained a presentation and information library
  - Managed and co-ordinated staff travel
  - Co-ordinated and ordered corporate marketing material, i.e. company stationary

### **Key Achievements**

- Successfully prepared well-presented and accurate product information and specifications for a range of ingredients mainly for the food industry
  - Successfully planned and co-ordinated Annual Ice Cream Course events for 100 to 150 participants and speakers, both locally and internationally. This involved preparing and distributing invitations, managing participant lists, co-ordinating accommodation requirements, distributing course notes, co-ordinating PowerPoint presentations and manning the front desk to assist participants and speakers
  - Developed a new system to ensure that information could be readily developed and accessed by staff members.
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## **Germantown Pty Limited**

**November 1992 – June 1999**

### **Customer Services Co-ordinator**

July 1993 – December 1997

### **Key Responsibilities**

- Prepared and liaised with internal and external customers
- Accepted incoming orders and generated the paperwork for dispatching these
- Generated and updated product information and specification sheets
- Managed and co-ordinated meetings and conferences
- Managed and co-ordinated the Annual Ice Cream Course
- Prepared PowerPoint presentations
- Generated information packs for prospective customers
- Generated monthly sales reports
- Managed and co-ordinated staff travel
- Maintained and managed the customer database

### **Key Achievements**

- Successfully planned and co-ordinated Annual Ice Cream Course events for 100 to 150 participants and speakers, both locally and internationally. This involved preparing and distributing invitations, managing participant lists, co-ordinating accommodation requirements, distributing course notes, co-ordinating PowerPoint presentations and manning the front desk to assist participants and speakers
- Successfully prepared paperwork to ensure orders were placed correctly and dispatched on time
- Successfully prepared and well presented product information
- Accurately maintained customer information

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**Germantown Pty Limited****November 1992 – June 1999****Secretary / Receptionist**

November 1992 – July 1993

**Key Responsibilities**

- Prepared and ensured the accuracy of a range of documents including quotations, reports, letters, general correspondence and invoices
- Managed and maintained the filing system
- Generated documents from a dictaphone
- Managed and co-ordinated staff travel
- Handled incoming queries and liaised with customers

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**Product Display and Marketing Centre****August 1992 – October 1992**

*Product Display and Marketing Centre was setting up a permanent home show display in a home makers centre.*

**Data Entry Clerk****Key Responsibilities**

- Managed and maintained the customer database
- Prepared and co-ordinated presentation packs for customers outlining key products and services
- Prepared letters, reports and other forms of correspondence
- Liaised with sales representatives, management and customers

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**Environmental Odour Management****November 1990 – August 1992**

*Environment Odour Management manufacturer of a odour management solution for sewerage treatment plants.*

**Secretary / Receptionist****Key Responsibilities**

- Prepared quotations, reports, letters, and a range of other general correspondence
- Handled incoming calls and queries and liaised with customers
- Handled basic accounting functions
- Co-ordinated the invoicing and banking processes
- Filed documents, correspondence and other information
- Handled dictaphone typing

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**REFEREES**

*Available upon request.*