

AMELIA JANE RUDD

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PROFESSIONAL PROFILE

Friendly and customer-focused professional with more than 18 years of experience across aviation, health insurance, property management and customer service. Highly experienced in assisting customers, understanding individual needs, resolving enquiries and delivering excellent service in busy environments. Passionate about animal welfare with extensive hands-on experience caring for dogs, cats and rescued birds. Seeking to combine strong retail and customer service capabilities with a genuine love of animals as a Retail Assistant with PetO.

KEY SKILLS

- Customer service and relationship building
- Strong verbal communication
- Understanding customer needs
- Problem solving and complaint resolution
- Working effectively in busy environments
- Teamwork, reliability and initiative
- Attention to detail
- Animal care and welfare
- Pet health and behaviour observation
- Comfortable around dogs, cats and birds
- Quick learner with an interest in pet nutrition and products
- Flexible roster and weekend availability

RELEVANT ANIMAL EXPERIENCE

- Extensive hands-on experience caring for dogs, cats and rescued pigeons.
- Responsible for feeding, cleaning, enrichment and maintaining safe and comfortable living environments.
- Monitor animal behaviour, health and general wellbeing and recognise changes that may require attention.
- Experienced caring for animals with different personalities and needs using patience and calm handling.
- Strong personal interest in animal welfare, responsible pet ownership and pet health.
- Passionate about rescue and adoption and providing animals with safe, caring environments.

PROFESSIONAL EXPERIENCE

Qantas Airways - International Cabin Crew | September 2023 - Present

- Deliver high-quality customer service in a busy international environment.
- Build rapport quickly with customers from diverse backgrounds.
- Identify individual customer needs and provide appropriate assistance.
- Resolve concerns and challenging situations professionally.
- Work collaboratively as part of a diverse team.
- Maintain high standards of presentation, safety and customer care.

Bupa Health Insurance - Digital Advisor | February 2023 - September 2023

- Assisted customers with health insurance enquiries through digital channels.
- Identified customer needs and explained products, policies and available options.
- Resolved customer enquiries with empathy and professionalism.
- Maintained accurate customer records and documentation.

Virgin Australia - Cabin Crew | January 2020 - January 2023

- Provided friendly and professional customer service.
- Assisted customers with a wide range of needs and enquiries.
- Managed challenging situations calmly and professionally.
- Worked effectively within a busy team environment.

Etihad Airways - Cabin Crew | January 2018 - January 2020

- Delivered premium customer service to an international customer base.
- Built rapport with customers from diverse cultural backgrounds.
- Responded to individual customer needs and resolved service issues.

GU Health Insurance - Customer Service | February 2014 - April 2018

- Managed customer enquiries by phone and email.
- Explained products and services clearly.
- Resolved customer concerns and maintained accurate records.

Barry Plant Real Estate - Property Manager | October 2012 - February 2014

- Managed client and tenant enquiries, inspections and documentation.
- Resolved issues and coordinated maintenance.

Connect Now - Customer Service | January 2008 - October 2012

- Handled high volumes of customer enquiries and account administration.
- Resolved complaints and worked toward service and performance targets.

REFEREES

Available upon request.