Michelle Naughton

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 Goulburn NSW 2580

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Employment

 **Dec 2007 – Sep 2016 Assistant Paralegal** (Administration Assistant – Data Entry Centre) – Fragomen Australia Pty Ltd

1. Client relationship and case work:
Assist team to develop and maintain positive client relationships;

Prepare and submit accurate and complete visa applications which are correct to standard process;
Undertake administrative tasks to a high standard of accuracy;

Manage own case work effectively within standard time frames;
Work with team members to ensure the work within the team is completed accurately, correct to standard process and within SLAs;
Adhere to any agreed internal or external SLAs.

2. Knowledge building and professional practice:
Maintain, improve and share knowledge of Fragomen policies and processes;

Adhere to external and internal ethical and practice management standards.

3. Internal relationships and processes:
Follow internal policies on risk management, use of Connect, E-files, best practices and IT usage;
Contribute to, and foster a positive work environment.

**2006 – 2007 Swimming Instructor** – Department of Sport and Recreation

\* Instructor in Charge of swimming programs at Bungendore, Braidwood, Moss Vale and Mittagong.
HOLIDAY PROGRAMS: Instructing Learn to Swim programs according to child's ability and level.

From Infant classes (parent with baby) through to squad level.

Water confidence; Floating; Breathing; Stroke Correction for Freestyle, Back Stroke, Breast Stroke and Butterfly; Diving, Water Safety.

Maintaining comprehensive paperwork.
Completing and issuing Certificates to children at end of program.

**2006 - Swimming Instructor** – Goulburn Aquatic Centre

**Nov 2005 – Oct 2007 Swimming Instructor** – Neate Swim School

**2006 - Census Collector** – Australian Bureau of Statistics

**2004 - Guitar Tutor** – Southern Region Community College

**1992 – 1993 Retail Assistant** – Connolly’s CHEMART

 **1992 – 1993 Taxi Owner / Operator** – Goulburn Radio Cabs 1992 – 1993

**1987 – 1988 Computer Programmer** – SPL Pty Ltd

Qualifications

Licences - Current Gold NSW Drivers Licence – expiry date **04/04/2021**

Own transport

First Aid (equivalent to Level 2 Senior First Aid Certificate)
Respond to workplace emergencies

**2016** - RSA / RCG valid to Nov 2021

**2011** - H&R Block Basic Income Tax Preparation Course

**2005** - AUSTSWIM Teacher of Swimming and Water Safety Certificate

Austswim Number 80016 issued 08/06/2005 expired 08/06/2008

Teacher of Swimming – People with Disabilities

**2004** - Certificate IV Fine Arts – Illawarra Institute of Technology

**2001** - Diploma in Music (Contemporary) – Illawarra Institute of Technology

**2000** - TAFE Statement in Fitness Instruction (Theory) - Illawarra Institute of Technology

**2000** - TAFE Statement in Fitness Instruction (Practical) – Illawarra Institute of Technology

**1990** - Conflict Resolution Couse – Cairns TAFE

**1986** - Diploma in Business Computing – Metropolitan Business College, School of Computer Studies

**1985** - HSC: 3 Unit English, 4 Unit Maths, Physics, Chemistry – Goulburn High School

Referees

 **Mathew Chapman** Cleaner, Coles Services Phone: **0459 120 525**

**Vanessa Croker** Franks Financial Planning Phone: **0423 059 372**

**Amanda Sharpe** Council Coordinator, Phone: **0408 244 347**
 McDonald Jones Homes

**David Gustafson** Pool Superintendent 2006 Phone: **0423 041 425**
 Goulburn Aquatic Centre