



LAURA SWINBURNE

PROFESSIONAL EXPERIENCE

DATA ANALYST | Yunex Traffic

- Working alongside Transport NSW and Fulton Hogan on the SRAPC contract for road maintenance.
- Monitoring real time faults in Intelligent Transport Systems (ITS) across multiple traffic management systems (SCATS, Pega, CMC) ensuring jobs are created and assigned according to urgency.
- Prioritizing urgent faults to ensure KPIs are met.
- Collaborating with and managing technicians' schedules across shifts.
- Investigating persistent asset faults, identifying root cause and reducing repeated attendances.
- Generating reports with Excel.

MEDICAL RECEPTIONIST | Woodrising General Practice

- Greeting and dealing with patients in a calm and empathetic manner.
- Scheduling appointments and managing the calendar to ensure days run smoothly.
- Managing high-volume phone calls, emails and other inquiries, while still handling customer needs.
- Keeping accurate records and updating when necessary.
- Triageing urgent appointments and walk-ins.
- Liaising between patients, doctors, nurses and allied health providers.
- Scanning, filing and accurately documenting, while keeping confidentiality.
- Taking payments, Medicare billing and processing claims.

FIRST AID TECHNICIAN | Accidental Health and Safety

- Ensuring workplace safety compliance across multiple companies, workshops and construction sites.
- Inspecting and maintaining first aid kits.
- Inspecting defibrillators and performing readiness checks.
- Providing specialized safety products according to specific workplace hazards and identified risks.
- Inventory auditing and replenishing stock daily, weekly and monthly.
- Accurate record keeping and reporting for each asset.
- Working independently, planning routes and efficient time management.
- Maintaining professional client communication and relationships.
- Knowledge and understanding of workplace health and safety procedures.

CONTACT

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PROFILE

Hard working and ready to learn, with a variety of skills, and experience in quickly learning new systems and programs. Determination and focus are my key qualities, along with dedication to maintaining great relationships with clients and co-workers. Skilled in managing front desk operations with composure, while efficiently handling a range of administrative responsibilities.

EDUCATION

TESOL Certificate

2026

Triage in General Practice

2021

Early Childhood Education and Care Certificate III

2017

HSC ATAR 86.05

2015

SKILLS

- Fast learner
- Multitasking
- Attention to detail
- Great problem-solving skills
- Effective time management
- Excellent communication skills
- Customer service skills
- Able to work independently
- Team player
- Adaptable
- Administration duties
- Proficient in Microsoft Suite
- Proficient in Best Practice

MATH & ENGLISH TUTOR

- Providing one-on-one tutoring and mentoring.
- Assisting with homework and exam readiness.
- Adapting teaching techniques and methods to different students learning styles.
- Explaining complex concepts in simple terms.
- Clear verbal communication.
- Providing constructive feedback.

OOSH (Outside Of School Hours) EDUCATOR |

Hillsborough OOSH & OOSH Newcastle Group

&

CHILD CARE EDUCATOR | Bolton Point Child Care,
Toronto Community Child Care Centre & Macquarie
Preschools Co-Operative

- Supervising and monitoring the children, being aware of their safety at all times.
- Supporting children's emotional, cognitive and social development.
- Planning and carrying out age-appropriate lessons and activities.
- Managing children's behaviour and guiding them through positive reinforcement.
- Observing and documenting the children's development.
- Maintaining strong communication with parents and building positive relationships.
- Collaborating with other educators and working well together as a team.
- Keeping on top of daily routines and schedules.