

Nicole McGregor

Office Administration/PA/EA/Office Manager

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Professional Summary

Highly energetic and results oriented person with over 20 years' experience in business office roles, customer relationship, training coordinator, project administration, NDIS Administration, Support Coordination and Support Work having worked in industries from media, advertising, IT, Defence, manufacturing (copier/printer) as well as car manufacturing (GM Holden) as well as health. Previous experience as an Executive Assistant, Personal Assistant, Training Coordinator, Project Administration, previous experience with reception duties. Proven success in:

- Identifying areas for improvement in processes
- Attention to detail in documentation, data collection and management
- Maintenance of strong internal and external customer relations for continuous customer satisfaction

Key Skills

- HSEQ compliance and documentation support
 - Training coordination and scheduling
 - Database and records management
 - Strong interpersonal and communication skills
 - Confidential information handling
 - Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, SharePoint)
 - Familiarity with Proda, Caremaster, Caretaskr, and Employment Hero, Xero
 - Policies, procedures for auditing purposes
 - Event coordination and travel management
 - Customer centricity
 - Problem solving and decision making
 - Influence and negotiation skills
 - Financial acumen
 - Innovative, passionate and highly driven
 - Strong transferrable skills across a range of industries and businesses
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My Achievements

- Ensured the timely monthly scheduled bulk upload of NDIS financials for all clients, contributing to the growth and reliability of the business.
 - Recognised and rewarded by peers and colleagues in my balance score card employee review, receiving a score of 5 out of 6 from supervisors. This recognition led to bonuses based on yearly performance reviews.
 - Acknowledged for providing excellent internal customer support on at least three occasions. For instance, promptly assisted a colleague by providing toner for an urgent printing job for their client.
 - Identified a knowledge gap among Customer Support Operators (CSOs) regarding digital graphics for high-end printers and collaborated with an external training company to develop a relevant training course.
 - Successfully managed travel and accommodation for interstate service technicians, achieving significant cost savings by negotiating directly with airlines and local accommodation providers. This initiative led to a change in company-wide policy.
 - Implemented spreadsheet to track vendor invoices, ensuring oversight and reducing confusion regarding the status of each invoice, even during my absence.
 - Proposed and received training in basic graphic design to produce internal marketing materials, resulting in cost savings and ownership of artwork for small marketing campaigns. Assisted other departments in creating in-house materials where feasible.
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- Established a consistent client database, enhancing the efficiency of promotional events such as breakfasts, lunches, and dinners.
- Coordinated invitations and RSVP tracking for events including St Patrick's Day cruises, Melbourne Cup Luncheons, and intimate Christmas dinners with senior CIOs from major organisations like ABC, Optus, UTS, CSC, and Macquarie University

Responsibilities

- Coordinated schedules and diary management
- Ensured records and private information for NDIS participants captured and secured appropriately, in alignment with the organisation's policies and procedures. This included maintaining project management records and business filing systems to meet industry standards.
- Researched connections for NDIS Participants, transferrable skills across multiple businesses for problem solving and customer service relatable business profiles
- Provided safe working team environments ensured that all contractors and staff entering premises followed appropriate work and safety protocols
- Supported business processes by ensuring clear and concise documentation and emails

Career Summary

Self Employed 2023 - Current

Disability Support Worker (Self Employed)

Yellowbird Wellbeing 2021 — 2023

Office Administration/NDIS Support Coordinator

Muru Pathways 2018 — 2021

Office Manager/Administration (NDIS)

Hunter Partners in Recovery 2016 - 2018

Office Administration

Thales Australia 2010 — 2012

Project Administration

Macquarie University 2009— 2010

Executive Assistant (Director of Campus Wellbeing)

Canon Australia 2001— 2004

Executive Assistant (General Manager Sales) /Training Coordinator (Canon Technical Services)

Fuji Xerox Australia 1994 – 2001

Executive Assistant (General Manager, Printer Division) Assistant to Corporate Marketing Manager

Professional Experience

Support Worker (Self-Employed)

[Oct 2023 – Current Role]

Responsibilities

- Provide individualised support to NDIS participant, including coordinating appointments and goal achievement
- Prepare and manage case notes, referrals, and clinician assessments
- Liaise with schools, families, and other providers to ensure seamless support delivery
- Uphold NDIS framework standards for privacy and compliance

Achievements

- Assisted individual in building their capacity around emotional regulation, building community and daily supports

Office Administration/ NDIS Support Coordinator**Yellowbird Wellbeing (Nov 2021 – Mar 2023)**

- Coordinated staff onboarding, ensuring compliance with NDIS certification requirements.
- Managed participant records and monitored funding allocations through Caremaster and Caretaskr.
- Supported low-need participants and case load management
- Assisted with NDIS Audit Process, policies and procedures

Achievements

- Built strong rapport with incoming and established clients and participants to maintain and keep sustained clients within the business

Office Manager/Office Administration**Muru Pathways (Apr 2018 – Jul 2021)**

- Interacted with customers by phone, email, or in-person to provide information and directed them to the appropriate staff members.
- Uploaded monthly NDIS Bulk uploads via Proda
- Created Service Bookings for Participants on Proda as needed
- Maintained physical files and digitised records organised for easy updating and retrieval as in alignment with NDIS policy
- Utilised Xero and Excel to track and record expenses and reconcile accounts, ensuring accurate, current, and compliant financial records
- Opened and distributed incoming mail
- Created and maintained Service Agreements and Consent Forms according to NDIS quality requirements in alignment with organisational records and compliance
- Tracked the status of Service Agreements in line with NDIS quality standards
- Increased profitability and productivity by minimising downtime and streamlining quality control procedures
- Processed invoices and expenses using Xero to ensure on-time payment
- Executed a record filing system to improve document organisation and management
- Verified the accuracy of business records by consistently updating customer information
- Handled Participant Referral and intake processes
- Managed the replenishment and ordering of stationery and office supplies
- Oversaw facilities management/maintenance to meet ongoing lease agreement terms

Achievements

- Streamlined financial procedures
- Maintained customer relationships and continued rapport for clients as a key contact
- Ensured timely and efficient processing of all monthly financials for business continuity

Office Administration**Hunter Partners in Recovery (Feb 2016 – Apr 2018)**

- Coordinated travel calendars for business and social events
- Professionally communicated with customers via phone, email, or in-person
- Maintained accurate business, customer, and financial records
- Managed incoming mail distribution
- Handled travel arrangements, including flights, hotels, and rental cars
- Updated customer information to ensure business record accuracy
- Assisted Operations Manager with scheduling appointments, meetings, and travel plans
- Performed administrative, financial, and service-related tasks, including NDIS Bulk Upload data management
- Coordinated logistics and materials for meetings and staff events
- Organised and retrieved files to support daily operations and customer needs
- Managed CRM (SmarterSoft) for monthly NDIS data uploads
- Administered meeting agendas and recorded minutes for staff, consortium, and partner meetings
- Managed PIR Referral and Intake services, ensuring accurate CRM data entry for eligibility onto the NDIS scheme
- Supported Yudhilidin staff with compliance for Public Health Network tender requirements

Achievements

- Maintained effective and efficient record keeping in alignment with business policies and procedures

Project Administration and Coordination

Thales Australia (May 2010 – May 2012)

- Responsible for Staff Activity Timesheet logging and ensuring accurate times for payroll submissions for Project staff
- Managed supplier relations for the Mine Hunter project, ensuring supplier invoices met the criteria for processing based on contractual requirements and project KPIs
- Created spreadsheet tracking system for easy location and record-keeping of invoices
- Utilised the IPESA EDM system to register documents and distribute correspondence to relevant project areas
- Supported the Quality Manager with implementing Quality & Safety procedures and ensuring adherence to safety requirements for auditing and standard practices in line with ISO accreditation
- Handled the management of the Customer Quality Database
- Coordinated and tracked the completion of entries for the Monthly Deliverable Report to the Department of Defence, ensuring the document met the customer's timeframe
- Welcomed clients and ensured visitors complied with the security measures required by the Department of Defence.
- Meeting ITAR requirements as required by Dept of Defence

Executive Assistant, Campus Wellbeing

Macquarie University (Jun 2009 – Apr 2010)

- Addressed and assisted with student issues effectively
- Managed administrative functions, including complex calendar coordination, ensuring appropriate allocation of executive availability
- Provided executives with updates on changing business needs by meticulously documenting internal and client meetings
- Screened calls and emails, initiating responses or directing messages for six managers.
- Collaborated with the Marketing Assistant to coordinate and complete special projects for the Campus Wellbeing Research groups
- Worked with the University Financials group to monitor departmental expenses and budget
- Managed schedules, events, and travel plans for conferences, meetings, and seminars, as well as domestic and international trips for the Director and other staff members

Achievements

- Coordinated with Telecommunications support to implement the transition to a VOIP phone system
- Developed a budget spend spreadsheet to enhance monitoring of expenditures and cost forecasting

Qualifications and Professional Development

Certificate IV Mental Health; 2024 – Ongoing

Diploma Auditing; 2022 – 2023

Certificate IV Work Health & Safety; 2021 – 2022

Technical Proficiency

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, SharePoint)
- Experience with Proda, Employment Hero, Caremaster, and Caretaskr, Xero
- Intermediate skills in data analysis and report preparation

Referees

Available upon request