

# CURRICULUM VITAE

## RAFFAELE LAGATTA

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### Overview:

- My previous work experience has been in the newspaper industry for the Herald and Weekly Times – dealing with ad copy, proofing and editing.
- I am a focused individual with a fine eye for detail, achieved through my background in linguistics and editing.
- Very capable of working independently and as part of a team.
- I possess exceptional organisational and time-management skills and I prioritise my workload to suit specific timeframes and deadlines.
- Very proactive person and never afraid to speak out.
- I have excellent communication and people skills including a professional telephone manner and proficient writing skills.
- I am proficient with computers and a quick learner when it comes to new programs and skills.
- I am friendly and supportive as well as being honest and reliable.

## **Professional Experience:**

**Nov 2015 – current**

**Banker – Merchant/eChannel - NAB Connect helpdesk (Full-time) NAB Bank**

Responsibilities include:

- Providing information to users and bankers and assisting with queries.
- Identifying customers and resetting passwords or setting up access to the system via a token.
- Providing advice to users and working on my level of knowledge to problem solve.
- Walking through how to complete day-to-day tasks with customers via self-service e.g. setting up new users, creating payments, filling out forms, etc.
- Assigning records to different teams and departments and following up wherever necessary.

**May 2014 – current**

**Banker – Merchant/eChannel - Eftpos/Hicaps helpdesk (Full-time) NAB Bank**

Responsibilities include:

- Providing first level recovery for Eftpos and Hicaps merchants.
- Assisting merchants with transaction and settlement queries.
- Sending off records to other departments for terminal upgrades and additional terminals.
- Ordering stationery for Eftpos and Hicaps merchants.
- Assisting Hicaps providers with health fund transactions and queries.
- Supporting Hicaps merchants with issues relating to their Hicaps Connect.
- Answering general day-to-day queries.

**May 2014 – current**

- Voluntary proofreading work for *Vasili's Garden to Kitchen* magazine

**April 2012 – May 2014**

**Digital Sales Coordinator for Herald and Weekly Times / Leader Classifieds**  
(Part-time in addition to Copy Editor) **Direct Sales, Melbourne**

Responsibilities include:

- Creating templates for customers in order for them to create their own advertisements online.
- Setting up customer accounts, usernames, passwords, etc, enabling clients to use the online system.
- Ensuring online content is accurate, consistent, grammatically correct, and easy for customers to use and understand.
- Conducting training sessions with clients to teach them how to use the ad placer system.
- Performing rigorous testing with clients' templates before making them available to clients to use.
- Liaising with sales managers to scope out future clients and manage existing ones.
- Liaising with various other departments and management teams in order to achieve my goals.

**December 2008 – May 2014**

**Copy Editor / Proofreader for Herald and Weekly Times / Leader Classifieds**  
(Full-time) **Direct Sales, Melbourne**

Responsibilities include:

- Proofing ad copy, especially Tribute notices, and amending where necessary, taking particular care with spelling, grammar and adherence to house style.

- Liaising with other newspaper departments e.g. accounts, sales representatives, pagination and management for assistance with customer enquiries and follow-ups.
- Dealing with communications, for example: emails, phone calls, letters and online paperwork.
- Working as a team in keeping everything under control and paying strict attention to deadlines.
- Ensuring records via our database system are current and up to date, adding comments and notes where necessary.
- Working in conjunction with funeral directors, hospital administrators and the general public to confirm accurate information thereby ensuring correct publication of notices.
- Listening to phone call recordings to check for content and accuracy.
- Dealing with customer complaints with their advertising and investigating as much as is required in order to find an appropriate solution (e.g. financial compensation) to keep both the customer and the business happy.
- Discussing general day-to-day issues with my manager as well as seeking general advice on dealing with particular customer concerns.
- Assisting other inbound operators when necessary and providing advice where needed.

## **February 2008 – November 2008**

### **Advertising Sales Consultant for Herald and Weekly Times Classifieds (Full-time) NewsAdvantage, Melbourne**

#### Responsibilities included:

- Taking phone calls for advertisements in both the Herald Sun and Weekly Times newspapers. These include personal notices, job advertisements, property advertisements and farm machinery equipment for sale ads, just to name a few.
- Navigating through several different computer systems in order to perform various tasks e.g. ad building and design, creating customer profiles for both private individuals and business clients, faxing and emailing advertisement proofs and sending queries and follow-ups to other staff members.
- Working with ad copies, investigating customer issues and following up where applicable.

- Liaising with funeral directors in typing and setting out their notices and dealing with any amendments they wish to make.
- Helping other team members with difficulties with the systems, adherence to house style and issues with spelling and grammar.
- Handling customer enquiries and transferring them through to the applicable department where necessary.
- Making a few outbound calls to regular business clients, enquiring about their advertising needs and rebooking previous ads where necessary.

## **Educational Qualifications:**

### **2004-2007**

Bachelor of Arts Double Degree, majoring in Professional Writing and Linguistics - Deakin University Burwood Campus, VIC

#### Units studied include:

- Editing – copyediting and proofreading (hard copy and on-screen using mark-ups); issues relating to style, grammar, punctuation, etc. Also looked at the editing process and the roles of an editor.
- Writing for professional practice, which explored different forms and types of writing e.g. essays, letters, persuasive pieces, summaries, reports, etc, and how to structure our language accordingly.
- Script writing – establishing a strong relationship between the writer and the editor and thereby developing both verbal and written communication skills.
- Fiction and non-fiction writing.
- Linguistic units including Sociolinguistics (social uses of language), Discourse Analysis (analysis of spoken and written communication and how language achieves its purpose), and Language and Literacy (language acquisition and reading processes).
- Film studies, communication studies, and literature.

**2001-2004**

Completed VCE Year 12 at The Knox School, Wantirna South in English, Further Mathematics, French, Media and Business Management. Also completed Levels 1 and 2 in VET I.T.

**1996-2001**

Bedford Modern School, Bedford, England. Completed Middle School.

**Referees:**

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