

# RITA KIEN

---

## CUSTOMER SERVICE

High-performance, focused communicator and public speaker possessing advanced interpersonal and client relationship management skills. Demonstrates exceptional creativity, leadership, visionary and humanitarian focus. Committed to achieving outstanding results.

## SUMMARY OF KEY ACHIEVEMENTS & COMPETENCIES

- **Exceptional communication skills with outstanding achievements in public speaking** as demonstrated as Overall Winner & Best Speaker , Lion's Youth of the Year, Club Level; Overall Winner, Lion's Youth of the Year, Zone Level; Best Speaker , Lion's Youth Of The Year, Regional Level; Winner, Trilby Misso Lawyers Speaking Competition Finals; and numerous others.
- **Excellent interpersonal and leadership skills** . Confident to work autonomously utilising strong work ethic. Highly motivated, able to set and achieve multiple goals.
- **Creative focus** as two times recipient Award for Drama and Award for Film and Television.
- **Broad ranging personal and community skills** and interests including acting and athletics, and assisting to coach younger students in sports and public speaking.
- **Proficiency** working in MS Word, PowerPoint, Excel, Outlook Express; Windows 95, 98 XP, DOS. Skilled in both computerised and analogue registers. Typing speed of 80wpm.

## EDUCATIONAL HISTORY & ACHIEVEMENTS

REDCLIFFE STATE HIGH - Redcliffe, Qld (2010)  
School Captain

### Subject Studied:

Math:Very High Achievement  
EnglishVery High Achievement  
Film & Television:High Achievement  
Drama:Very High Achievement  
Legal Studies:High Achievement  
Ancient History: Very High Achievement

## AWARDS & ACHIEVEMENTS

**Winner Quest Newspapers' Young Star of the Month** - September 2010  
*Arts & Education Category*

**Nominee T.J. Ryan Award** - 2011  
*Queensland Year 12 student displaying excellence in both leadership and academic pursuits*

**Nominee Redcliffe City Council Young Citizen of the Year - 2010**

2010Redcliffe High Public Speaker of the Year Award  
Subject Award for Drama  
Subject Award for Film and Television  
Subject Award for Ancient History  
Rats of Tobruk Award for Excellence in a Personal Endeavor  
Award for Excellence in Cultural and Co-Curricular Activities

2009Redcliffe High Award for Academic Excellence  
Subject Award for Drama  
Subject Award for Film and Television  
Subject Award for Ancient History  
Overall Top Academic Achiever of Grade 11  
2008Redcliffe High Award for Academic Excellence  
Subject Award for History  
2007Redcliffe High Award for Academic Excellence  
2006Redcliffe High Award for Academic Excellence  
2005Dux of School, Scarborough State School

### **PUBLIC SPEAKING - 2010**

**Overall Winner & Best Speaker** - Lion's Youth of the Year - Club Level  
**Overall Winner** - Lion's Youth of the Year - Zone Level  
**Best Speaker** - Lion's Youth Of The Year - Regional Level  
**Winner** - Trilby Misso Lawyers Speaking Competition Finals  
**Winner, Advance To Final** - Trilby Misso Lawyers Speaking Competition Heats  
**Second Place** - Bally Cara Public Speaking Competition  
**Third Place** - Apex Speaking Competition  
**Third Place** - Palma Rosa Plain English Speaking Competition Heats  
Constitutional Convention, Brisbane Selection Heats  
*One of Fifteen Queensland Representatives - National Constitutional Convention - Canberra*

### **CONFERENCES**

January 2003 - Australian Youth Leadership Conference - Australian Youth Development  
*Received Commendation*

### **EMPLOYMENT OVERVIEW**

MCDONALDS - Redcliffe, Qld  
**Front Counter - Casual**

2009

Exercised key ability to work autonomously within challenging environment. Maintained clean and efficient work environment. Operated computerized registers and diverse cooking equipment.

- Demonstrated superior public relations skills and vital ability to placate unsatisfied customers.
- Saved time and money, and received senior management recognition for outstanding speed of service. Acknowledged as most efficient and effective of colleagues hired at the same time.
- Liaised with and guided less experienced staff to assist in maintaining their individual workloads.

WOODY POINT BAIT & TACKLE - Woody Point, Qld

**Shop Assistant - Casual**

2004 to 2008

Consistently provided excellent, informed customer service and maintained strong reliable work ethic. Maintained clean, organized and well-stocked environment. Operated analog register.

### **COMMUNITY INVOLVEMENT**

Initiated and funded public speaking competition to encourage junior speakers.

Later named "*The Lee Robertson Public Speaking Competition*"

Assisted Year 7 students to transition into high school

Regular participant in ANZAC day marches - Redcliffe