



Sarah Ball



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Christchurch, NZ



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SarahBall.info



Personal Statement

As a new graduate, with an A+ grade average, I am looking to utilise my extensive customer service skills and proven sales experience alongside my creativity.

Technically proficient in both design software and object-oriented programming language I am highly motivated to pursue a career in UX/UI Design.

Looking to secure a long-term role in Christchurch where I can aid in client growth and retention whilst further developing my software development skillset.



Technical Skills

Leadership



Mentoring



Customer Service



Relationship Building



Communication



Design



Photoshop / Illustrator



Blender



HTML / CSS



JavaScript



PHP



Python



Recent Awards

Commendation from Canterbury District Health Board

Awarded for my mobile app development for the stop smoking service

Commendation from Ara for Outstanding Academic Achievement



Academic Qualifications

Post Graduate Diploma in ICT (Software Engineering Pathway)

Ara Institute of Christchurch – Feb 2018-July 2019

A practical diploma concentrating on object-oriented software engineering practices. Coding languages studied include JavaScript, PHP, Python, SQL, HTML & CSS.

BA (hons) Fine Art

University College of Creative Arts, Kent, UK – Sept 2003-June 2006

An all-encompassing program that included painting, drawing, video and animation courses, alongside art history and philosophy units.

A Levels

Palmer's College – Sept 2000-June 2002

Fine Art (A), Photography (A), Biology (A), Chemistry (A) & Math (B)



Recent Work Experience

Learning Facilitator – IS301

Ara Institute of Christchurch – Feb 2019 – July 2019

Assisting in teaching and mentoring level seven students.

Territory Sales Manager

Waste Management NZ – Sept 2016-March 2018

Outbound sales role, communicating with new and existing clients to ensure that requirements were met, and contracts were current.

Achievements Included:

- Growing sales portfolio by 5% in the 2017 year
- Travelling around the South Island to assist at other branches
- Mentoring and training new team members across the South Island

Conference Sales Manager

Rydg's Latimer Christchurch – July 2013 – Sept 2016

Leading a team of Sales Coordinators selling conference and accommodation space in the hotel and coordinating events on-site.

Achievements Include:

- Establishing a new property as a leading in-hotel conference venue in post-earthquake Christchurch
- Creating, establishing and training staff in sales and event coordination procedures
- Developing a client base to meet and exceed sales budgets
- Establishing the property as a base for major international events, including the hosting and coordination of staff and teams for the FIFA U20 World Cup in 2015
- Creating and developing packages for both individual clients and to drive overall sales



Professional Development

Tony Shephard Negotiation Skills

- Three-day sales and negotiation skills course with a focus on contract negotiations
- Focussed on increasing sales revenue whilst ensuring client satisfaction

Taylor Healy Courses

- Hotel Business Planning
- Sales Management
- Leadership Development for High Performing Sales Teams
- Proactive Sales

Sales Star Qualified

- Industry leading sales qualification



Volunteer Roles

Linux Australia Conference 2019

Assisted on the registration desk for seven days, welcoming delegates, answering queries and promoting the Christchurch region

Ara ITP Student Chapter

- Committee Member 2018
- Chapter President 2019

Working with fellow students to promote interaction with industry through inhouse ITP and networking events.

Code Club Aotearoa

A volunteer position teaching intermediate students basic coding principles & IT skills.



Interests and Hobbies

I continue with an active interest in Art and Design, regularly attending exhibitions.

I love to travel regularly, and enjoy experiencing new cultures and interacting with different people.

In addition, I enjoy experiencing the natural beauty of New Zealand, travelling the country with all it has to offer.



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References available on
request



Work Experience Continued

Conference & Events Manager

Peppers Clearwater Resort – April 2011 – July 2013

Achievements Included:

- Building the resorts conference and event client base following the 2011 earthquakes
- Achieving year on year sales increases
- Training and mentoring junior staff members through the New Zealand wide management training scheme

Conference Sales Coordinator

Hotel Grand Chancellor – Sept 2007 – Feb 2011

Duties included:

- Professional conference organisation
- Building client relationships
- Effectively establishing client needs and communicating these to the hotel wide team
- Preparing quotations, contracts, accounts and event orders
- Multi-tasking to ensure the needs of all clients are met



Transferable Skills

Communication:

- With customers, clients and guests to ensure that their total satisfaction is met
- With internal teams to ensure everyone is working to the same goal
- With supervisors, managers and teachers to ensure that help and guidance is received when needed

Time Management:

- Organizing my time efficiently to ensure that all deadlines are met
- Communicating any foreseen delays
- Prioritising workloads, and spreading the work when required

Relationship Building

- Developing relationships with clients from a wide range of backgrounds
- Maintaining relationships to ensure repeat business
- Developing rapport with colleagues and managers

Marketing & Design:

- Creating professional marketing material used in real life situations
- Collaborating with team members and professionals to develop re-useable material