# Jennifer Hewlett

29/235 Vincent Street

West Perth WA 6005

Phone: 0478733273

Email: jjenspersonal@gmail.com

# KEY SKILLS

* Literature search
* Problem solving
* Attention to detail
* Information research​
* Customer care
* Microsoft Office

# PROFESSIONAL EXPERIENCE

**Customer service assistant**

**Sept 2019 - Nov 2019**

Booktopia call centre

Followed up customer requests and book orders including special releases.

**Customer service assistant**

**July 2017 – Oct 2017**

Call centre

**Travel Coordinator**

**Sept 2015 - Jan 2016**

STA Travel

Tour plans and information

Flights and insurance sales

Resolved customer complaints and provided solutions.

**Pharmacy Assistant**

**Oct 2015 – Nov 2016**

ROPERS SEASIDE PHARMACY

Entered and accepted scripts

Performed general duties.

Followed up missing retail items.

**Medical Information Scientist**

**May 2012 – Oct 2013**

MERCK SERONO UNITED KINGDOM

Responded to customer enquiries

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| **Scientific Advisor**  **2011**  GLAXOSMITHKLINE   * Review of promotional materials * Project assistant * Detailed support   **Clinical Trial Assistant/**  **Medical Affairs Associate**  **Feb 2009 - Nov 2009**  GLAXOSMITHKLINE  Monitoring of clinical trials, attendance at meetings, conference support, presentation of data. | **May 2010 - Mar 2012** |
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| **EDUCATIONAL QUALIFICATION**  Self study and short instructor led courses 2020  Bachelor of Applied Science  RMIT University, 2009 |  |
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