

PAIGE JOYCE

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I am a final-year student at the University of Queensland, graduating in 2025 with a dual degree in Science and Arts (GPA 6.5). My studies have developed strong analytical, research, and communication skills, alongside the ability to accurately record, manage, and interpret information. I am proficient in using information systems and databases to support reliable reporting and data integrity, and I approach tasks with attention to detail, process compliance, and continuous improvement. Through leadership roles in retail, tutoring, and volunteering, I have demonstrated effective stakeholder engagement, professional communication, and teamwork, while managing administrative responsibilities including scheduling, correspondence, and onboarding. I am committed to working with discretion and integrity and am eager to contribute to efficient, high-quality administrative support and positive client and team outcomes. My experience in managing multiple priorities, supporting diverse stakeholders, and applying strong research and communication skills from university has prepared me to excel in a dynamic, service-focused environment.

KEY SKILLS	<ul style="list-style-type: none">Organisation & Administrative Experience: Skilled in managing priorities, deadlines, rostering, onboarding, and records management.Analytical & Data Management Skills: Strong academic research, data analysis, and evidence-based reporting applied in university projects and work settings.Problem-Solving: Calm, practical approach to resolving challenges, informed by cross-disciplinary studies.Communication & Stakeholder Engagement: Clear, adaptable communicator with experience liaising with teams, clients, and stakeholders through tutoring, customer service, and projects.
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EDUCATION	<p>University of Queensland 2022- Current Bachelor of Science / Bachelor of Arts <i>Majors in Archaeological Science and Ancient History, Minor in Psychology</i> Average GPA: 6.5 Most Recent Semester GPA: 6.6 Awards: <i>Dean's Commendation for Academic Excellence (2023, 2024, 2025)</i> Societies: Archaeological Society; Classics and Ancient History Society (2022 – Current) Relevant Experience & Skills: <i>Organisation, Communication, and Data Management:</i> developed through university study by managing competing priorities and strict deadlines, producing clear and professional written work and presentations, and accurately handling and interpreting information using databases and research tools.</p> <p>University of Queensland 2020 WRIT1999 - Effective Thinking And Writing</p> <p>Wellington Point State High School 2021 ATAR: 97.3</p>
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PROFESSIONAL EXPERIENCE	<p>Sales Assistant & 3IC - Prouds the Jewellers May 2024-Current James Pascoe Group, Capalaba, QLD</p> <ul style="list-style-type: none">Oversaw daily store operations, fulfilling assistant manager responsibilities in the manager's absence, demonstrating initiative, accountability, and the ability to manage competing priorities and deadlines.Managed complex client enquiries at front counter and over the phone, including coordinating custom jewellery orders and repairs, requiring clear communication, professionalism, and effective stakeholder liaison.Maintained accurate financial and stock records by identifying and resolving discrepancies and invoicing issues, supporting process integrity, compliance, and reliable reporting.Facilitated onboarding and training for new staff, contributing to HR support, team capability, and continuous improvement of procedures and systems.Liaised and communicated frequently with other stores and departments over various platforms to ensure satisfactory customer outcomes and resolve store-level enquires
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- Championed a customer-focused and collaborative environment by recognising and responding to diverse client needs with discretion, adaptability, and commitment to quality outcomes.
- Promoted to 3IC within eight weeks for leadership, sound judgement, and effective contribution to team performance.

PROFESSIONAL EXPERIENCE

Sales Assistant & 2IC - Goldmark | October 2022- May 2024

James Pascoe Group, Capalaba, QLD

- Coordinated rostering, onboarding, and daily operations, demonstrating strong organisation, time management, and ability to manage competing priorities.
- Delivered tailored, client-focused service through clear communication and engagement with diverse stakeholders, ensuring accuracy and professionalism.
- Supported recruitment, induction, and staff development, contributing to a collaborative, inclusive, and high-performing team environment.
- Maintained financial and inventory records with accuracy and integrity, supporting governance, compliance, and process improvement.
- Promoted to 2IC for initiative, leadership capability, and consistent contribution to team outcomes and service excellence.
- Provided accessible and inclusive client service by adapting communication to meet diverse needs, maintaining discretion and professionalism.

Tutor | January 2022- Current

Arts of Smart Education & Paige Joyce Tutoring

- Delivered tailored learning experiences by assessing student needs and adapting lessons, demonstrating stakeholder engagement, inclusivity, and client-focused service.
- Founded and operated a tutoring business for over three years, demonstrating self-leadership, planning, accountability, and administrative capability.
- Developed and tracked personalised progress plans, supporting accurate data management, reporting, and evaluation of outcomes.
- Collaborated with students and families to resolve challenges, reflecting critical thinking, problem-solving, and a client-centred approach.
- Expanded role to mentoring and peer support, sharing insights and contributing to team development and continuous improvement.

VOLUNTEER EXPERIENCE

Library Volunteer | March 2018- May 2019

Emerald City Council, Emerald, QLD

- Delivered community programs including Storytime and craft activities, promoting inclusion and engagement across age groups.
- Supported adult literacy initiatives and liaised with diverse visitors, helping build strong community relationships and service accessibility.
- Operated library systems for loans, returns, and overdue notices, maintaining records with care and accuracy.

Secretarial and Record Management Assistant | December 2018- February 2019

Queensland Police Service, Emerald, QLD

- Managed filing systems, office resources, and supply orders, supporting efficient day-to-day administrative operations.
- Assisted with clerical and records management tasks, ensuring accuracy, compliance with procedures, and adherence to organisational standards.
- Gained early experience in government administrative processes, developing attention to detail, discretion, and professionalism.