

Angela Dowling

10 Railway Terrace
Millers Flat 9572
021 315 615
angeladowling74@gmail.com

PROFILE

I have experience working in a changing environment, I am focused, resilient and thrive on a challenge. I am trainable - always keen to develop and learn new skills, I am motivated and like to motivate those around me to improve performance. I have a wide range of skills including leadership, customer service, problem solving, time management and experience in dealing with people of differing age, race and religion. I am experienced in shift work including night shifts. I can lend my hand to any task no matter how great or small.

EXPERIENCE

NEW ZEALAND CUSTOMS SERVICE; November 2020 - July 2022 (Left to move to Millers Flat):

Assistant Customs Officer Maritime (ACOM) - Part of a team of Assistant Customs Officers working at Ports of Auckland, identifying risk, protecting the sea border with regard to Covid-19 breaches in line with the Maritime Border Order and educating port and vessel staff as to the requirements. I was also a Health and Safety representative for my work group.

NEW ZEALAND ELECTORAL COMMISSION; JULY 2020 - OCTOBER 2020 (Left at conclusion of Election):

Administration Support - Communicating with applicants, sending and processing contracts. Working with logistics and supply team to ensure voting places have the correct equipment prepared for them.

Electoral Trainer - Training various roles including manger voting place, voter assistants and issuing officers to ensure they are trained and supported to carry out their election roles.

Advance Place Voting Manger - Responsible for running the voting place, supporting my team to do their jobs, providing assistance to voters. Daily reconciliation of voting materials and reporting information through to HQ.

Process Leader (Post Election) - Responsible for a team of 40 people managing the post election official count. Reconciling numbers and ensure they are entered into the system for the official result. Zero margin of error.

AIR NEW ZEALAND; 1994-2020 (Left due to Covid-19 redundancy)

Flight Service Manager, International Fleet; October 2007-July 2020:

Responsible for day to day operational flight requirements, leading and managing teams on board those flights and for the care and safety of up to 314 passengers. Responsible for a team of direct reports - leading and motivating them to become a highly engaged and performance driven group focused on delivering outstanding customer service. Also a member of the Longhaul Health and Safety team.

Special Assistance Team; 2017 - 2020:

Trained and responsible to respond in an emergency event (both aviation and national). Trained to provide the humanitarian response and provide support to those affected including customers, public, employees and their friends and family.

Performance and Development Manager, International Crew; January 2011 - May 2011 (Seconded position):

Directly responsible for a team of 15 Flight Service Managers and indirectly 180 flight attendants. Conducting regular one on one development meetings, monitoring of performance including quarterly performance reviews. Responsible for the Health and Safety portfolio - working with other departments and divisions with the aim of zero harm.

Flight Attendant, International Fleet; 2001 - 2007: Responsible for the safety and comfort of passengers on board 747, 767 and 777 fleet.

Flight Attendant, Air Nelson (Air New Zealand regional); 1994-2001:

Responsible for safety and comfort of passengers in a sole charge position onboard SAAB A340 aircraft. 1998-2001 also worked as a Ground instructor teaching emergency procedures, CAA regulations and procedures, developed syllabus and course structure in conjunction with CAA and administered all grades.

EDUCATION

5th & 6th Form Certificate, University Entrance (Otago Girls High School) 1988-1992.

AFS Exchange Student Iceland, 1990-1991.

NZQA Certificate in Aviation, 2011.

NZQA OSH Certificate Level 3

SKILLS

I have a current first aid certificate and current, unblemished, full drivers licence. I have knowledge of computer systems including both Microsoft Office and Mac equivalent.

Referees available on request.