

CIRRICULUM VITAE

Humaira SAEED

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Education **Bachelor of Arts** 2016 (University of Queensland)

- Majors in Public Policy and English literature

Graduate Certificate Writing, Editing and Publishing (WEP) 2019
(University of Queensland)

Master of Arts (WEP) 2022 (University of Queensland)

- Master’s level courses in workplace editing and digital writing, grammar and manuscript editing, writing and professional publishing practice

Work Experience **NDIS Serco** (November 2023 – Present)

- Payments Triage Officer
- Responsible for resolving provider and participant queries about their payments.
- Ability to meet KPIs and maintain a high standard of customer service, problem solving and communication skills with deliverable outcomes.

Epiq Australia (May 2023 – August 2023)

- Court Monitor in Darwin, Northern Territory
- Monitored local courts daily.
- Strong multitasking and speed typing skills were used in this role

ABC Radio Darwin (February 2023 – April 2023)

- Responsible for pitching and arranging talent for radio
- Effective pitching techniques and ideas for program agendas
- Worked under a tight shift deadlines

Masters of Writing, Editing & Publishing (July 2022 – December 2022)

- Full – time study load across one semester
- Completed a Masters thesis in Post – Colonial literature specifically Nigerian literature

Department of Human Services (February 2022 – June 2022)

- Frontline phone support and processing of Government relief packages for floods in Queensland and New South Wales
- Assessed outcomes for the flood claims and assisted customers submit their claims over the phone
- Consistently exceeded KPIs (efficient claims processing under a timed environment)
- Selected as telephonic voting staff on Election Day 2022

Queensland Performing Arts Centre (November 2021 – February 2022)

- Food and Beverages Attendant
- Worked across seven venues including a bar, café and restaurant during busy show times.

Nandos Toowong (August 2020 – January 2021)

- All-round staff member
- Recognised for my customer service abilities in pressured environment including managing difficult customers
- Was part of the team that lead to the highest sales during Covid-19

Pembroke Constructions (May 2019 – February 2022)

- Casual Traffic Controller for Brisbane and Southeast Queensland civil construction company
- Required extended focus and efficient communication in dangerous situations
- Worked in a number of job sites around Brisbane in unique conditions
- Conveyed information about incoming and outgoing traffic at work sites to tradesmen and residents in local areas

GradReady GAMSAT Tuition (September 2016 – Present)

- Casual Humanities Tutor/Content Developer
- Consistently mark essays and giving specific advice on structure, word choice and syntax
- Online Humanities tutor for Australia-wide company
- Prepare students for the medical entry GAMSAT exam
- Responsible for marking essays which are submitted online, editing MCQs and I also write a blog

Freelance reporter and writer (February 2018 – February 2023)

- Working alongside my Masters as a freelance writer and reporter for various outlets
- Editing and researching a book out in January 2023
- Maintain a travel and special interest blog on Instagram (zeropointdiaries)

Assistant Editor and reporter Daily Times (August 2017 – January 2018)

- Worked on a six-day week rotating roster for a national English daily
- Responsible for writing the papers daily editorial on all current affairs topics
- I was responsible for thoroughly researching the topic and conveying the paper's opinion on it
- Edited 4-6 op-eds daily
- Reported on various arts, sports and environmental events throughout the city. Links to my work appear on my writer's profile of the newspaper website.

Editor – Diecast Magazine Brisbane, AU (April 2016 – October 2016)

- Edited articles in Diecast magazine
- Wrote sales descriptions, advertisements and website listings.

Internships

Griffith Review (February 2020 – May 2020)

Editorial intern

- Editorial work on the upcoming 69th volume titled *European Exchange*
- My editorial advice was relied on for selecting articles for this edition
- I was responsible for selecting the appropriate articles from writers submissions along with structural editing of individual essays included as part of *European Exchange*

Radio 4ZZZ (February 2020 – June 2020)

News intern

- Gathering, preparing and scripting news stories for the hourly morning news on 4ZZZ
- Presenting the news every week with a team of presenters and producers
- Brainstorming story ideas for the news program
- Creating an independent news segment
- Navigated the transition to online work with Covid-19 restrictions.

Content Creator SBS Cultural Atlas (July 2016 – November 2016)

- <http://theculturalatlas.org/pakistani-culture>

- Co-created a country profile on Pakistan for SBS
- The Cultural Atlas aims to provide information on the diverse migrant population in Australia
- Used by professionals, bureaucrats and security services as a reference and information resource

Event Manager Queensland Sports Management QSM Sports

(June 2016 – November 2016)

- Responsible for organising the Brisbane Blast 2016
- Increased Facebook and Instagram following over the 6 months
- Designed a bid proposal to be sent to the Queensland Government for an international cycling event
- Responsible for liaising with city council, police and businesses prior to the event
- Event manager on race day, responsible for setting up and presentations

Radio Producer and co-presenter Multicultural Radio 4EB 98.1

FM (June 2016 – October 2016)

- Collaborated with other radio presenters to create a weekly radio program in English for the Multicultural Radio Group.
- Researched and interviewed for each show. Recordings available on request.

Volunteering

President of Pakistani Students Association (UQ) 2015 &2022

- Managed events, social media posts and community gatherings
- Experienced in event management and communications under a variety of situations

Yonder Festival 2021

- Volunteer at the third year of Yonder Festival 2021
- Assisted with artist management and hands on help at the festival site

UQ School of Humanities and Social Sciences (HASS)

Student Partner 2020

- Invited to collaborate with university staff and students to create a versatile HASS program.

Linguistic ability

- Fluent in English, Urdu, Punjabi and speak intermediate level Farsi

Referees

Mr Sam Magriplis

Recruitment Manager at Adecco

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Shane Edwards

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Director of Pembroke Constructions