

# Philippe Desveaux

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## Profile:

Electorate Officer for the Parliament of New South Wales, and professional freelance photographer. Communications/journalism graduate. Justice of the Peace in and for the state of New South Wales. Frequent creative photography collaborator.

## Employment History

**Electorate Officer**

**Apr 2015 to Present**

**Parliament of New South Wales (Mr Edmond Atalla MP)**

- Respond to constituent enquiries that relate to state government administered matters, including social housing, local government, transport, police, education, health, etc.
- Support the Member of Parliament through administrative tasks, liaison with government departments, and preparation of correspondence.

**Professional Freelance Photographer**

**June 2016 to Present**

**Self-employed** (<http://www.idontweargoggles.com/>)

- Conceptualise and organise photo shoots for creative and professional purposes.
- Administer all aspects of business including website hosted using Squarespace content management system, client service, and financial affairs.
- Member of the Media, Entertainment and Arts Alliance (MEAA).

**Marketing Communications Intern then**

**Mar 2013 to Apr 2015**

**Technology/Marketing Assistant**

**Underwood Jewellers** (incl. **Pandora** concept store, Parramatta)

- Development of digital and print artwork to execute marketing campaigns.
- Administration of social media profiles to raise retailer profile.
- Resolve information technology concerns as required.

**Enrolment Officer**

**Feb 2014 to Feb 2015**

**ChemCert Training Group**

- Administer student enrolments into training courses held across Australia.
- Organise for the hire of venues in order to run the aforementioned courses.
- Resolve client and other stakeholder disputes.

**Customer Service Representative**

**Sep 2013 to Feb 2014**

**Westfield Limited** (Westfield BrandSpace/Gift Cards)

- Respond to inbound email and telephone enquiries from internal and external stakeholders including centre management staff (Concierge, Administration Management), insurance companies, corporate and consumer Gift Card purchasers, and

Westfield Gift Card/Westfield Insurance Card recipients.

- Test software in the Westfield Gift Card Management System and customer-facing online sales channels (consumer, mobile, corporate). Identify bugs and recommend additional functionality to improve efficiencies. Document changes to procedures and provide guidance to customer service team members to take full advantage of software improvements.
- Monitor online sales channels for fraudulent credit card transactions. Assist Police investigations into such purchases.

### **Concierge Attendant**

**Oct 2009 to Sep 2013**

**Westfield Limited** (Westfield Parramatta Centre Management)

- Represent the Westfield brand at Concierge and Valet service desks.
- Contribute to the deployment, configuration and testing of new point of sales systems across seven Westfield sites in CBD, Western and Southern Sydney, and the Central Coast. Guided Concierge team members as sites went live with new system.
- Provided internal documentation distributed nationally, including procedures for the installation and operation of new point of sales systems where a permanent network connection is not available.
- Work with Centre Management, Security and Cleaning teams to ensure a safe and well-presented mall, car park and back of house areas as per Operational Excellence Program measures.

### **Electorate Officer**

**Jun 2009 to Aug 2009**

**Parliament of Australia** (The Hon Roger Price MP)

- Support the Federal Member of Parliament through general office duties and responding to inbound constituent requests.
- Update local community organisations database and constituents to ensure accuracy.

## **Volunteer Experience**

**Various Local Level Executive and Delegate Roles**

**Mar 2009 to Present**

**Australian Labor Party** (Rooty Hill Branch/Mount Druitt SEC)

- Mount Druitt State Electorate Council (Secretary/Treasurer, 2014 to Present)
- Rooty Hill Branch (Assistant Secretary, 2009 to Present)
- Former Delegate to Chifley Federal Electorate Council and Blacktown Local Government Committee

## **Other Achievements**

- 2018 - Runner up in the NSW Canon Light Awards (Lighting Category).
- 2015 - Became a Justice of the Peace in and for the state of New South Wales.
- 2013 - Recognised for excellence during the busy Christmas 2013 period.
- 2011 - Top Gun Excellence winner at Westfield Parramatta.
- 2009 - Ossie Award nominee from the University of Western Sydney for student journalism.
- 2007 - Jim Anderson Scholarship recipient.

## **Education & Training**

**Marketing Communications Internship**

University of Western Sydney/Underwood Jewellers

**Aug 2013**

**Bachelor of Communication (Journalism)**

University of Western Sydney

**Sep 2012**