

Marra Apgar

Ph: 0403 164 748

CURRICULUM VITAE

marra@marra-apgar.com

Summary:

- Adoptions - matching people with pets
- Retail and admin - great team!
- Professional speaker on nature awareness
- Business owner / operator 2002 - 2016
- Heritage Interpretation - Park info signs
- Rehab. of injured native raptors

Special Interests:

Communication skills. Neuroscience. Positive reinforcement and motivation through choice. Best practices in training and management. Behaviour modification. Nature awareness. Raptor (bird of prey) rehabilitation. Animal training.

I love to communicate, inspire and educate.

My Vision:

Create healthy work relationships and happy culture by inspiring great choices.

Details:

Ph: 040 316 4748

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<http://marra-apgar.com>

<https://au.linkedin.com/in/marraapgar>

DOB: 14 May 1974

Australian Citizen

Formal Education:

Murdoch University, 1996

Bachelor of Science (Biological Science)

Perth College, 1991

Year 12 Completion

Skills:

Teamwork:

- Retail teams at both Perth Zoo and RSPCA WA,
- Zoo Camp Leader teams,
- Dept. Conservation and Land Management's Interpretive sign design project team,
- Dept. CALM Volunteer Supervisor at interactive environmental display.

Communication:

- Presenter for Basic Course in Wildlife Rehabilitation since 2003,
- Public liaison and problem solving in wildlife / human encounters,
- Successful grant applications for Society for the Preservation of Raptors Inc,
- Online problem solving and information sharing for husbandry and training of raptors undergoing rehabilitation.

Technical:

- Computer based POS,
- Stock management software,
- All Microsoft Office applications,
- Adobe Photoshop and InDesign,
- Operation of lab equipment,
- Basic HTML and CSS,
- Touch-typing,
- WordPress.org web site admin.

Other:

- Business management skills,
- Administration for retail and office,
- Reception and customer services,
- Design, costing and construction of animal enclosures,
- Research skills for various projects,
- A 'C' class manual licence and car.

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Previous Work:

2016 –

Dog Training Class Instructor

RSPCA WA Dog Training

Manager: Nick Town

- Present classes and coach owners of dogs in various levels and disciplines.

2011 –

Dog Training Class Instructor

Billy's Day-care for Dogs, Belmont.

Manager: Chantelle Magnus

- Present classes for dogs of all ages,
- Coach owners in the use of positive reinforcement and marker training,
- Schedule and administration,
- Maintain continuous education,
- Manage products and sales.

2016 Apr – Sep

Adoptions Officer / Retail Assistant (temp.)

RSPCA W.A, Malaga

Manager: Nick Town

- Advise customers in pet care,
- Facilitate adoption of numerous cats, dogs and small animals,
- Complete all required records and documentation,
- Receive and process retail stock,
- Answer in-person, phone and e-mail enquiries,
- Work to achieve customer satisfaction in very difficult situations.



2002 – 2016

Conservation Educator and Animal Trainer

Raptor Presentations

Principal: Marra Apgar

- Present talks with live birds of prey for hundreds of schools, clubs and community groups,
- Maintain all enclosures, equipment and fixtures,
- Train all raptorial birds for public display,
- Present seminars, workshops and classes on animal training topics,
- Run a business office, including web, admin, accounting, marketing, staff management and reception.

2015 Dec – Apr

Dog Behaviour Assistant (temp.)

RSPCA W.A, Malaga

Manager: Loral Franklin

- Assist with dog behaviour assessments,
- Work as part of a team handling dogs for assessments,
- Conduct counter-conditioning and behaviour modification protocols,
- Choose appropriate training for dogs working on my own or as directed,
- Communicate with animal attendants, volunteers and veterinary staff.

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2010 – 2015

Customer Services Officer

Perth Zoo, Zoonique

Manager: Jan Holdsworth

- Serve and assist customers,
- Manage cash and run tills, including end of day reporting,
- Receive stock, process invoices, manage inventory,
- Participate in stock-takes,
- Set up displays on shop floor, tidy stock,
- Open up and lock up shop.

2010 July – Oct.

Aviary Hand

Paws, Claws and Beaks Retreat

Manager: Margaret Patterson

- Daily observation and interaction with a collection of over 50 birds,
- Maintain biosecurity / high level of disinfection and cleanliness in boarding facility,
- Clean outdoor cages and breeding aviaries,
- Prepare and distribute a variety of foods to appropriate individuals and species,
- Prepare and administer medications to individuals as needed,
- Provide clean water to all birds daily,
- Replace / clean aviary flooring substrate.

2009 – 2011

Education Activities Leader

Perth Zoo

Manager: Wayne Walters

- Lead school groups through a series of activities on Zoo Camps,
- Work alongside another camp leader, and work independently during camp,
- Use two-way radios for communication,
- Monitor supplies and maintain records,
- Prepare snacks and breakfast for school groups,
- Supervise activity tables and provide school holiday entertainment for children,
- Engage with parents and families during school holiday activities.

1999 – 2002

Admin Assistant / Receptionist

Dept. Conservation and Land Management

Head of Admin: Heddy King

- Reception and general office duties,
- Daily maintenance of government correspondence and filing systems,
- Computer data entry and word processing,
- Set-up and organisation of archives and library.

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1999 – 2001

**Public Liaison Officer / Volunteer -
Supervisor / Project Officer**

Dept. Conservation and Land Management
Supervisor: Gae Mackay

- Produce volunteer management strategies for the region,
- Supervise and train volunteers at public displays,
- Set up and pull down mobile interactive info displays,
- Promote outdoor activities to the public,
- Design new interpretive display concepts.

1999 April – July

Interpretive Design Assistant (work exp.)

Dept. Conservation and Land Management
Senior Interpretation Officer: Gil Field

- Create concept and site plan,
- Compose text for interpretive signs at Lake Monger,
- Research background information,
- Produce graphic design concepts,
- Liaise with design team.

1998 – 1999

Domestic Cleaner

Angel Cleaning Service

- Schedule for cleaning jobs,
- Clean homes according to customer specifications,
- Handle cash and reporting.

1998

Field Officer's Assistant (work exp.)

Dept. Conservation and Land Management
Supervisor: Jim Cocking

- Study mammals and reptiles as part of Dept. Conservation and Land Management's fox control programme,
- Check traps, remove and measure animals and reset traps,
- Participate in radio tracking studies.

1997 – present

Raptor Rehabilitator (voluntary)

Society for the Preservation of Raptors Inc
Coordinator: Phil Pain

- Present at DPaW's Basic Wildlife Rehabilitation courses,
- Rescue, capture and relocate raptors as needed,
- Provide quality nursing and husbandry for injured, orphaned and ill birds of prey,
- Work cooperatively with veterinarians in developing treatment plans,
- Answer phone enquiries and problem solve with public.

1994

Bird Keeper / Shop Assistant (work exp.)

Eagles Heritage Wildlife Park
Owner / Operator: Phil Pain

- Prepare food and feed a collection of over 60 raptorial birds,
- Keep on-display aviaries and pathways clean and presentable,
- Assist in training raptorial birds,
- Customer service at souvenir shop, including entry, sales and phone.