

# NOORIE DHILLON

1/1 TE AKAU CRESCENT, BUCKLANDS BEACH, AUCKLAND

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## Personal Statement

My strengths lie in the field of communication. I have strong interpersonal and intercultural communication skills. My professional background consists of public sector experience along with business experience and a combination of both has taught me personal discipline, and strategic management skills. I enjoy public speaking and thrive on communicating face to face.

## Work Experience

### BUSINESS EXPERIENCE – DHILLON IMMIGRATION SERVICES FEBRUARY 2012 - PRESENT

Position: Licensed Immigration Adviser – Self Employed  
Responsibilities: Interviewing clients, conducting eligibility assessments, lodging applications for clients and dealing with Immigration New Zealand, account management and business management

### MALCOLM PACIFIC LIMITED – LICENSED IMMIGRATION ADVISER 2010 - 2012

Position: Licensed Immigration Adviser

### BUSINESS EXPERIENCE August 2008 - Present

Designation: Franchisee (partnership)  
Business: Domino's Pizza Franchise  
Responsibilities: Recruitment and management of staff; constant coaching and mentoring and development of staff who show initiative and a desire to move into management roles; coordination with head office; local Marketing and PR; compiling reports; monthly accounts; issues management and quality control.

### INTERPRETING EXPERIENCE 2003 – Present - Freelance

Designation: Qualified Interpreter  
Business: Counties Manukau District Health Board and Pacific Translation Services Ltd  
Responsibilities: Community interpreting in Health and Legal contexts

DEPARTMENT OF LABOUR – IMMIGRATION NEW ZEALAND  
July 2005 – April 2010

- Position: Border Liaison Officer (Border Operations Centre)  
Responsibilities: Risk Target profiling (RTP), Advanced Passenger Processing (APP), interdiction of suspicious passengers at offshore airports, interaction with airlines to resolve passenger boarding issues, making immigration decisions in short space of time
- Value added: Accepted secondment opportunity during staff shortage, shown flexibility and adaptability with transferrable skills
- Position: Border immigration officer (Onshore Border Operations)  
Responsibilities: Face to face interviewing of passengers on arrival, decision making at the border, issuing infringements to airlines, facilitating departure of unlawful immigrants
- Value added: Accepted secondment opportunity during staff shortage, shown flexibility and adaptability with transferrable skills
- Position: Compliance Officer (Compliance Operations, Auckland)  
Responsibilities: Compliance investigations, taking removal action, revocation of permits, managing risk of potential illegal immigrants, delivering key messages around INZ Compliance regulations to employers and communities, building effective working relationships with government departments
- Value added: Facilitated voluntary departures saving costs for the department; strong relationship management/networking skills to build and maintain healthy relationships with stakeholders; effective teamwork especially multilingual skills to assist colleagues and peers with their investigations
- Position: Immigration Officer (Documentation Branch, Manukau)  
Responsibilities: Mailroom functions initially then to lodging temporary and residence applications
- Value added: Showed willingness and initiative to learn the job; achieved the position of Compliance officer within a few months of joining Immigration New Zealand.

COMMUNICATIONS EXPERIENCE (EMPLOYED AND FREELANCE)  
July 2003 - July 2006

- July 2005 – July 2006**
- Position: Ethnic Public Relations Advisor  
Employer: Banana Works Communications (Wellington)  
Responsibilities: Organized and conducted research focus groups among Auckland South-Asian communities; collated detailed quantitative and qualitative reports

Value added: Assisted a Wellington-based company to reach their target audience in Auckland, saving them travel expenses and time; formed and develop effective working relationships

**July 2005**

Position: Event Manager  
Organization: NZ Sikh Association  
Responsibilities: Arranged Labour Party fundraiser event on behalf of NZ Sikh community. VIP guests were former Prime Minister Helen Clark and fellow Members of Parliament.

Value added: Professional approach to hosting an important event for the Sikh community; long-term relationships built

**January 2005 – July 2005**

Position: PR/Communications Advisor  
Employer: Planet Ayurveda  
Responsibilities: Developed a detailed communications plan, monitored internal/external communications, media liaison; organized launch event of Planet Ayurveda in May 2005 - duties included arranging VIP guest (Lana Coc-Kroft), catering, decorations, media pitching, media packs and post-event media monitoring

Value added: Professional PR service to launch a business, extensive media exposure, business expansion

**2004 – 2007**

Position: Media Liaison and Marketing executive  
Employer: Kuk Samachar Community Newspaper  
Responsibilities: Representing and marketing of the first ethnic newspaper published in the Punjabi and Hindi languages at various ethnic and political events

Value added: a 75% increase in sales by negotiating and securing long-term advertising contracts with international companies and government agencies

**Qualifications**

**Bachelor of Applied Communication, Major – Public Relations**

Completed in 2004

Manukau Institute of Technology

Most Promising Public Relations Student awarded by Public Relations Institute of New Zealand (PRINZ)

**Certificate in Liaison Interpreting**

Completed in 2004

Auckland University of Technology

Member of New Zealand Society of Translators and Interpreters (NZSTI)

**Train the Trainer course**

Completed in 2009 - Internal course offered by the Department of Labour

**Referees available on request**