

ANDRES GOMEZ

CONTACT

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- 123 Anywhere St., Any City
- www.reallygreatsite.com

SKILLS

- Leadership
- Communication
- Problem Solving
- Project Management
- Team Building
- Customer Service Management
- Financial Oversight

LANGUAGES

- English: Fluent
- Spanish: Fluent
- Portuguese: Intermediate
- French: Basics

EDUCATION

2023 - 2024

UNIVERSITY OF SYDNEY

- The Coding Boot Camp

2020 - 2022

MERCURY COLLEGE

- Certificate III and IV of Business Management

REFERENCES

- Herika Lamilla (Manger Cali Press):**
Coogeemanager@calipress.com.au
- Hannah Porter (venue Manager):**
hannah.porter1@ihg.com
- Manon Lefort (Manager Cali Press):**
mnnlefort@gmail.com
- More Reference upon request

PROFILE SUMMARY

I am an experienced professional with a strong background in operations management, and customer support. My career has been marked by a dedication to optimizing processes, enhancing customer satisfaction, and driving growth through continuous improvement. I am now eager to contribute my skills and expertise to the success of the team and the fulfillment of the company's mission.

WORK EXPERIENCE

Cali Press — Coogee, NSW, Australia

Assistant Manager

2022 - 2024

- Financial & Inventory Management:** Responsible for budget management, cost control, and overseeing inventory to reduce waste and optimize resources using Tools like Power Bi and Market Man .
- Efficient Scheduling:** Responsible for creating balanced rosters that align with business needs, ensuring adequate staffing while minimizing labor costs, using tools like Tanda.
- Decision-Making & Problem-Solving:** Ability to make decisions, address challenges, and resolve conflicts in a timely and effective manner.
- Operational Oversight:** Managing daily operations, ensuring that company policies and procedures are followed, and maintaining overall productivity.
- Data-Driven Decision Making:** An assistant manager analyzes metrics and reports to identify trends, optimize processes, and make informed decisions for business growth.

The Crowne Plaza — Coogee, NSW, Australia

Supervisor

2023 - 2024

- Performance Monitoring:** Supervisors evaluate team performance, provide feedback, and address any issues that may arise within the team using tools like UKG Dimensions.
- Training & Development:** A supervisor is responsible for training staff members and helping them grow in their roles through coaching and feedback.
- Compliance & Safety:** Ensuring that team members adhere to company policies, safety protocols, and regulatory requirements.
- Team Coordination:** Supervisors must efficiently organize and manage a team, ensuring tasks are completed on time and in line with standards.
- Quality Assurance:** Ensures that the team's work meets company standards and customer expectations by regularly monitoring output and addressing any issues related to quality.

Guzman y Gomez — Lane Cove, NSW, Australia

Team Leader

2020 - 2022

- Motivating Team Members:** A team leader inspires and encourages team members to reach their full potential and meet objectives.
- Task Delegation:** Responsible for assigning tasks based on team members' strengths and ensuring completion within deadlines.
- Communication:** Acts as the key communication link between the team and upper management, ensuring clear and effective information flow
- Conflict Resolution:** Handles minor conflicts or issues within the team, promoting a positive and collaborative work environment.