

# Jakeb Cockburn

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## Education

### **BACHELOR OF BIOMEDICAL SCIENCE | JULY 2021 | GRIFFITH UNIVERSITY**

The BA of Biomedical Science provided me with a strong foundation of knowledge in the subjects of chemistry, biology, mathematics through both coursework and dedicated laboratory classes while also developing practical workplace skills such as time management, communication, and teamwork.

### **CERTIFICATES AND OTHER QUALIFICATIONS:**

- Certificate II in Workplace Practices | Woodcrest College.
- Certificate III in Retail Management.
- First Aid Certificate & Responsible Service of Alcohol. Year 12 Graduation Certificate.

## Experience

### **CREW MEMBER | MCDONALDS | JAN 2017 – NOV 2019.**

At McDonalds I was recognized for my ability to learn quickly, maintain productivity independently and developing strong social skills to interact with co-workers, managers & customers and was chosen for the opportunity to do a certificate III in retail management in short time.

### **PASS LEADER | GRIFFITH UNIVERSITY | 2019-2020**

PASS leaders are recognized for exceeding expectations in their degrees in both practical skills and knowledge and are given the opportunity to share their skills and learning techniques with peers from earlier years.

### **CUSTOMER SERVICE OFFICER | SERVICES AUSTRALIA | MAR 2021- OCT 2021**

As a CSO for Services Australia we were contracted month by month for emergency support of Australia during the pandemic. We were rapidly trained in numerous systems, programs, legislation, and communication skills as we learned to assist in Centrelink, Medicare, MyGov and Australian Immunization Register enquiries. This role had multiple KPI tracking available for us where I consistently kept 100% accuracy, over 100% in performance (based on time working) and received numerous customer compliments without any complaints over this period.

### **LABORATORY TECHNICIAN & PRODUCT QUALITY | RECOCHEM | OCT 2021 - CURRENT**

At Recochem I was rapidly trained in a broad range of quality & technical projects, beginning with standard bench tests for a massive range of solvents and coolants, then further learning about these products to provide technical advice to customers, clients, and sales representatives along with production staff. The job progressed to include working in other fields of quality control such as updating/creating product labels, Safety Data Sheets, Manufacturing Specification Sheets, data processing, customer service, product development along with projects to improve the department.

## References

Dan Barnes | Senior Pass Leader | PASS | 0410 789 680

Nizanne Herbert | Customer Service Team Leader | Services Australia | 0414 040 191

Dave Mattinson | Plant Coordinator (Afternoon Shift) | Recochem | 034 078 367 | dmattinson@recochem.com