

# BRODIE LUCHT

Rockhampton · 0478 433 966

[luchtbrodie@gmail.com](mailto:luchtbrodie@gmail.com)

Dedicated and detail-oriented IT student with a strong background in customer service and leadership roles. Seeking internship opportunities to leverage my technical skills, problem-solving abilities, and passion for technology to contribute to an innovative team.

## EMPLOYMENT HISTORY

JANUARY 2021 - CURRENT

**CUSTOMER SERVICE ASSISTANT, DRAKES GLENMORE**

### Customer Service Assistant

- Deliver exceptional customer service
- Handle monetary transactions
- Effectively resolve customer inquiries
- Restocking drink fridges & Time Management

**Junior Supervisor** (Nov 2021 – Nov 2022)

- Handling refunds & customer discrepancies
- Assisting register staff
- Counting tills at the end of shift
- Maintaining COVID cleaning procedures

**Frontend Shift Supervisor** (Nov 2022 - Current)

- Managing frontend staff and operations, including breaks and shift changeovers
- Managing cash handling procedures
- Handling phone calls, high value refunds and customer discrepancies
- Assisting staff, making sure all jobs are completed on time

## EDUCATION

COMMENCED 2022, EXPECTED GRADUATION 2025

**BACHELOR OF INFORMATION TECHNOLOGY, CQUNIVERSITY**

- **Major:** Cyber Security
- **GPA:** 6.955

### COURSEWORK

- *Networking*
- *Software Development*
- *Cryptography*
- *Other Fields:* Cloud Apps, Distributed Computing, Data Science, AI & Blockchain

GRADUATED 2021

**HIGH SCHOOL, EMMAUS COLLEGE ROCKHAMPTON**

- Consistently achieved very high grades in all subjects of study including:
  - Chemistry, Physics, Math Methods & Specialist Maths
- Student Representative Council Member for 2019 & 2020
- Elected as 2021 House Leader for Academics
- Accomplished Bronze Duke of Edinburgh Award

## TRAITS & SKILLS

- **Leadership**
  - Proven leadership skills through supervisor roles at Drakes Glenmore, leading, training and managing staff both older and younger than myself
  - Several years in elected student leadership positions
- **Communication**
  - Through my job in customer service and numerous group assignments I have demonstrated and developed strong personal and professional communication skills
- **Time Management**
  - Consistently met assignments deadlines while balancing a full-time university workload and maintaining punctuality for my work shifts or other commitments.
  - As shift supervisor at Drake's, I efficiently managed shift schedules and ensured my own and other staff's jobs and responsibilities were completed on time.
- **Trustworthy & Reliable**
  - Always showed up on-time for my work shifts and other commitments.
  - Always willing to cover shifts as required, demonstrating reliability and commitment
- **Technology Proficiency**
  - Passion for software development, proficient in **python, java** and other languages.
  - Exceptional knowledge of **Android, Windows** and **Linux** ecosystems.
  - Strong understanding of computing hardware and device specifications
- **Problem Solving**
  - Ability to troubleshoot and resolve technical issues efficiently.

## REFERENCES

**Nerida Williams**

***Frontend Manager, Drakes Glenmore***

**Mellisa Prior**

***Frontend 2IC, Drakes Glenmore***

**Alan Titman**

***Neighbour***

*For reference contact details, please feel free to get in touch.*