Benjamin **Bartholomew**

166 Newmarket Rd, Wilston QLD 4051 | Mobile: 0411 032 309 | Email: [b.bartholomew2514@gmail.com](mailto:b.bartholomew2514@gmail.com)

# Career Profile

Bright, engaging and confident with valuable foundation skills in customer service, sales and marketing. Currently seeking part-time or full-time employment that will provide the opportunity to gain further practical experience and build upon workplace skills. Key strengths in communication and negotiation as well as leading and motivating teams to improve productivity and boost performance. Strong track record of consistently delivering on projects and tasks to a high standard in previous roles, and meeting or exceeding expectations in a variety of dynamic and fast-paced work environments. Demonstrated mature and responsible outlook, with proven leadership experience and strong sense of responsibility and accountability. Honest and reliable, with excellent work ethic and high levels of personal and professional integrity.

# Key Skills

* **Customer service** – demonstrated ability to quickly build rapport, understand customer needs, and consistently meet or exceed expectations and performance benchmarks.
* **Marketing and business development** – strong foundation in marketing skills with the ability to quickly understand product features and benefits and communicate these effectively to customers in order to achieve sales and grow the business.
* **Teamwork and leadership** – confident and competent whether working autonomously with limited supervision or performing a leadership role as part of a busy team.
* **Written and verbal communication skills** – including preparing clear and concise written material such as training documentation or marketing collateral; or dealing directly with customers and clients face to face or on the phone.
* **IT and technology** – strong grasp of a wide variety of common tools and programs used to design and build websites, manage email communications, build online communities (including social media), and create engaging videos and animations.
* **Problem solving and critical thinking** – applying a calm and logical thinking process to address problems and conflicts, and including undertaking research and interpreting information, making sound recommendations and achieving viable solutions and outcomes.

# Employment History

## Insurance Customer Value Specialist, Suncorp Group August 2019 to July 2021

Suncorp's network of brands offers a diverse portfolio of banking, wealth and insurance solutions to meet customers' needs today and in the future. The Group offers insurance, banking and wealth products and services through some of Australia’s and New Zealand’s most recognisable brands.

### Key Responsibilities and Achievements:

* Creates unique and personalised experiences for customers in line with Consumer Distribution service standards and displays Suncorp’s purpose to ‘building futures and protecting what matters’
* Provides timely and accurate information on Everyday Banking and Lending enquiries, account openings, customer variations and processes via telephone and/or online channels
* Demonstrates the ability to listen, build trust and ask the right questions to exceed customers’ expectations and improve customer outcomes
* Contributes to a team culture that is balanced across people, customers, risk and performance.
* Ensures compliance with all internal policies and procedures and external requirements, including legislative requirements such as Privacy and FSRA as well as the Underwriting Guidelines.

## Marketing Assistant, Crossfire Marketing (Milton) March 2018 to July 2019

Crossfire is an award-winning marketing and advertising agency that recruits, trains and manages independent sales teams for businesses that don’t have the time, experience or capital to undertake their own marketing programs.

### Key Responsibilities and Achievements:

* Assist in planning and delivering direct marketing strategies for a wide range of businesses, helping understand business objectives and implement strategies that are efficient and effective.
* Liaise with customers face-to-face as well as over the phone and via email, ensuring consistently high standards of professional presentation and customer service.
* Quickly develop detailed knowledge of products and services on offer, in order to answer enquiries accurately and make reliable recommendations to customers.
* Assisting in training and motivating new recruits and less experienced team members, encouraging a positive energy and enthusiastic approach to work.

## Food Services Assistant, 727 Coffee and Food January to April 2017

727 Coffee and Food is a popular and well-known local café, located in the bayside suburb of Rothwell, and renowned for providing excellent coffee as well as classic café meals and French-inspired brunch items with a sophisticated twist.

### Key Responsibilities and Achievements:

* Undertook a work experience / internship program that included learning about and assisting with all aspects of the café’s operations.
* Provided customers with information about menu items (including information about ingredients for special dietary requirements and allergens) and taking orders.
* Prepared and served food, in accordance with all applicable food safety standards and regulations as well as the business’s own standards.
* Processed sales, handling cash or accepting payments by cash or card (credit and EFTPOS), providing receipts and reconciling takings at end of day.
* Maintained a clean, safe and functional restaurant and kitchen environment, including assisting in maintaining stock levels and equipment.

## Trainee Web Designer, Squib.ly February 2014 – October 2014

Squibly provided small business owners with a Software-as-a-Service (SAAS) application that collected reviews and feedback from customers in real time, through a digitally signed process that assured the authenticity of the reviews.

### Key Responsibilities and Achievements:

* Completed a circa 12-month internship / work experience, assisting with planning and delivering several different web-based projects.
* Liaised with customers to understand their requirements, providing advice on products and solutions, managing changes, and managing final delivery and payments, all under the supervision of the senior manager.
* Undertook a range of specialised web and design tasks: including basic website and graphic design work as well as developing websites from scratch and creating video animations.

## Cadet Corporal, Australian Army Cadets February 2010 to November 2014

The Australian Army Cadets is a youth organisation that provides young Australians with the opportunity to undertake exciting adventures such as camping, boating and abseiling; while also building valuable skills such as teamwork, leadership, confidence and responsibility.

### Key Responsibilities and Achievements:

* As Section / Platoon Commander, provided leadership, instruction and support to the unit in conducting all activities safely, correctly, and with confidence.
* Led training and practice in a wide variety of skills, especially Drills, Basic First Aid, Navigation, and Radio Communications.
* Provided direct leadership and support to team members as needed, identifying and resolving any issues (including resolving conflict and managing performance), and escalating to more senior personnel as needed.

# Education

**2017** Advanced Diploma of Stage and Screen Acting, The Performing Arts Conservatory, Brisbane

**2017** Certificate II in Retail, TAFE Queensland

**2017** Certificate II in Skills for Work and Vocational Pathways – Movement 22, TAFE Queensland

**2017** Responsible Service of Alcohol (RSA) and Barista Certification, Arrow Training Services

**2014** Certificate III in Media, TAFE Queensland

**2014** Year 12 Certificate and Overall Position (OP), St Paul’s School

# References

Available on request.