

# Benjamin Rice

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## EXPERIENCE

### **Jamberoo Pub, Jamberoo- Bartender**

March 2021 - June 2022

As a bartender, I have become very comfortable with different customers, some being more aggressive or difficult.

It also gave me skills in money handling, fast-paced work, and using multiple systems to complete my duties, including Point of Service Terminals, and multiple methods of tracking and booking reservations for the bistro and accommodation.

Naturally in a hospitality environment, my customer service skills have been refined. I can comfortably deal with a wide range of customers, and provide recommendations based on their requests and needs.

Spending a large portion of my job working alone, I have had to solve many problems promptly often based on my judgment.

### **Sales Experience**

July 2022-December 2022

As a door-to-door sales rep for Australia's largest meal prep box provider, I spent a lot of time providing customer service and maintaining a positive image for the company. I consistently maintained and met KPIs and had a relatively strong first week. I unfortunately had to leave my position due to unforeseen family circumstances.

### **Warehouse Manager, Advanced Radio/BoomaRC**

August 2023-March 2024

During my time as a Warehouse manager, my role primarily consisted of logistics. This involved creating systems to effectively keep inventory on products that the company manufactures and sells. A large portion of the job was also packing and shipping orders for customers, and liaising with them on occasions their order couldn't be promptly filled.

Use of programs such as ShipStation, Excel, and NopCommerce were a consistent portion of my daily tasks. Communication, being detail-oriented and organization were essential skills required for the role.

## SKILLS

- Customer Service
- Money Handling
- Preparation of Food and Drinks
- Proficient in relevant Microsoft Office software, with a curiosity to learn more programs that may be required to carry out my work
- A deep understanding of computer hardware, and a solid understanding of software, and how they affect the device
- Sales

## EDUCATION

### **Albion Park High School — *High School Certificate (2018) and an Attainment of Certificate II (progressing to Certificate III) in Information and Communication Technologies***

Graduated 2018

In years 11 and 12 of High School, I enrolled in and completed a VET course for ICT, granting me a Certificate II Qualification in ICT, as well as many units required to progress to a Certificate III should I choose to continue study.

This course covered several IT fields and skills including networking, use of the entire Microsoft Office and Adobe Suite Series, as well as knowledge of software and hardware and how they interact with each other.

### **National College of Vocational Education – *Certificate III in Business***

Acquired 2023

The course covered several topics, including Presentation Production, Business Management, Risk Analysis, Implementation of OHS Procedure, Finance Management, and extensive use of Microsoft Office.

## REFERENCES

Available Upon Request.

