

BENJAMIN PHILLIPS

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CORE SKILLS |

- **Strong communication and organisation skills**

As a McDonald's team member, I gained hands-on experience in customer service, which sharpened my communication skills, especially when dealing with high-pressure situations. I learned how to communicate effectively with my colleagues, ensuring that orders were prepared correctly and promptly. Additionally, I became skilled in organizing my workload, which helped me to be efficient and meet customer needs in a fast-paced environment.

- **Highly adaptable to changes and challenges in a fast-paced work environment**

As a sales representative, I worked in a fast-paced and dynamic environment, where new products and technologies were constantly introduced, and customer needs were always changing. Through this experience, I learned how to be flexible and quickly adapt to these changes. I also became skilled in managing multiple tasks and prioritizing them based on their urgency, which helped me to deliver exceptional customer service even under pressure.

- **Adept at customer service and problem-solving**

At Coles Online, I encountered various customer inquiries and complaints, which required a quick and effective resolution. Through this experience, I learned how to identify problems, analyze information, and propose effective solutions. Additionally, I became skilled in empathizing with customers, managing their expectations, and delivering satisfactory results.

EXPERIENCE |

MCDONALD'S, EAST MALVERN

AUGUST 2017 – MARCH 2018

During my time at McDonald's, I learned valuable skills and gained valuable experience in the fast-paced world of customer service and food preparation. I honed my ability to work efficiently under pressure, multitask, and communicate effectively with both customers and team members. Additionally, I gained experience in inventory management, cash handling, and adhering to strict food safety and cleanliness standards. Overall, my time at McDonald's taught me the importance of teamwork, attention to detail, and a strong work ethic, skills that have served me well in my professional and personal life.

JB HI-FI, MELBOURNE CENTRAL

NOVEMBER 2020 – FEBRUARY 2021

JB Hi-Fi was a dynamic and exciting experience for me. I gained hands-on experience in the retail industry in my sales assistant role, which sharpened my problem-solving and critical thinking skills. I learned to communicate with customers in a way that was personalized and engaging, while also adhering to company policies and procedures. The high-paced nature of the job allowed me to build my confidence, work under pressure and develop excellent time management skills. Managing inventory and setting up product displays helped me develop my creativity and attention to detail. My time at JB Hi-Fi taught me the importance of hard work, creativity, and flexibility in a constantly evolving industry; skills that helped me in my subsequent role.

COLES ONLINE, SOUTHBANK

AUGUST 2021 – JULY 2022

Working at a call center was a challenging and rewarding experience for me. As a customer service representative, I developed an understanding of how to provide quality service to customers, while also meeting company targets. I developed resilience and the ability to adapt to the unique needs of each customer. The role gave me an opportunity to develop my active listening skills and to understand how to empathize with people from all walks of life. I also sharpened my problem-solving skills by finding solutions to complex customer issues. The training and coaching programs offered by the company helped me to identify my strengths and areas of improvement, and I found that I was able to improve and develop my skills over time. In conclusion, my experience at the call center taught me resilience, empathy, and problem-solving, skills that have helped me grow both personally and professionally.

EDUCATION | DE LA SALLE COLLEGE, MALVERN

Completed VCE in 2019.

REFERENCES | ELIZA MEALIN, TEACHER
DE LA SALLE COLLEGE MALVERN

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ELLIOT DIXON, MANAGER

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