

BRAYDEN O'GORMAN

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SUMMARY

I am Confident, reliable hard worker who likes to learn and challenge myself. An expert in balancing customer needs and company demands while maintaining "Count on me service" at all times.

ACCOMPLISHMENTS

- Promoted to Retail Sales Manager
- Certificate of Appreciation awarded at 2017 End of year awards for contribution to work, time and dedication to Samsung Retail
- 100% Mystery Shopper review, October 2017

EXPERIENCE

June 2016 – Current Samsung Retail Sales Manager

- Customer Service
- Training staff on service and sales procedures
- Achieving sales targets
- Customer profile training
- Recruitment
- Opening and closing the store
- Dealing with customer escalations
- Completing weekly service reports.

January - May 2014 Wyndham Vacation Resorts

- Help with implementation of Holidays By Wyndham website
- General Administration Duties

August 2012 – May 2014 McDonalds Restaurant

- Food Prep & Assembly – Morning & Afternoon menu
- Back of restaurant duties
- Electrical Basics & Isolation
- Close up restaurant duties

EDUCATION

- **Bachelor of Audio - SAE Byron Bay – (Graduated March 2017)**
- Graduated Year 12 Varsity College
- Certificate 1 Information Technology
- Certificate 2 Creative Industries – Gold Coast Tafe
- Certificate 3 Media; Live Production , Theatre & Events – GC Tafe
- Hold current NSW Responsible Service of Alcohol Certificate