

# Daniel Thai

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## SUMMARY

Customer service professional with over five years of delivering exceptional customer service in dynamic retail and fast food environments. I have consistently enhanced customer satisfaction and team performance and have been recognised for exceptional communication, problem-solving, and operational skills. I am seeking opportunities to apply strong customer-focused expertise and academic knowledge in pursuit of my Bachelor of Business, majoring in Human Resources and Marketing, in a challenging business environment.

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## EDUCATION

### Bachelor Of Business (Majoring in Human Resources and Marketing)

RMIT · CITY CAMPUS · Expected 2025

### Year 12 Graduate

Northcote High School · Northcote · Graduated in 2021

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## EXPERIENCE

### Front of House Team Member

Spanians Kebabs

May 2025 - Present, Preston

- Supported the successful grand opening by providing timely and courteous customer service in a high-volume, high-pressure setting.
- Prepared and assembled food orders according to hygiene, quality, and presentation criteria.
- Carried out front-of-house duties, including taking orders and cash/EFTPOS transactions and hygiene duties.
- Worked in coordination with kitchen and service staff to ensure smooth day-to-day functioning and optimal customer dining experience.

### Customer Service Team Member

KMART

May 2024 - Present, NORTHLAND

- Consistently provided excellent customer service by realising customer needs and offering them advice on product selection.
- Managed POS transactions to record up to 99% accuracy for efficiency at all times, including peak hours.
- Enhanced in-store merchandising and promotional displays to uplift customer activity and improve sales during peak periods.
- Conducted routine inventory audits in order to assist with maintaining the accuracy of stock and store organisation.

### Christmas Casual Team Member

Asics

October 2024 - December 2024, Uni Hill

- Delivered excellent customer service during peak holiday season trading to guarantee that all customers enjoyed a good shopping experience.
- Assisted in replenishment of stock, visual merchandising, and store display in a high-volume store setting.
- Successfully operated Managed POS systems for transactions such as sales, returns, and exchanges according to company policy.
- Worked with team members to meet a target and enhance overall store performance on a daily basis during peak season.

### Service & Selling Team Member / Online Fulfilment Team Member

MYER

June 2022 - December 2023, NORTHLAND

- Provided personalised service to customers in managing a variety of product enquiries and complaints for a seamless shopping experience.
- Processed over 200 online orders weekly for delivery or in-store pickup, ensuring accurate selection, packaging, and preparation.
- Maintained an organised sales floor, contributing to a significant improvement in customer satisfaction ratings due to product availability and display enhancements.
- Collaborated with the store management in optimising stock levels and made timely fulfilment of customers' orders.

### Customer Service Team Member

KFC

April 2019 - July 2023, PRESTON

- Recognised as Employee of the Month based on excellent customer service and positive customer feedback.
  - Mentored and trained new hires to improve their onboarding process and team performance.
  - Operated cash registers with 100% accuracy in all transactions and managed cash, credit, and debit payments.
  - Ensuring health and safety regulations were met while helping to clean and keep the kitchen efficient.
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## SKILLS

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Customer Relationship Management: Great at building proper relationships and maintaining rapport for positive customer interaction

POS Expertise: Great at using POS systems efficiently and handling transactions.

Adaptability: Excellent performance in dynamic environments by adapting to changing demands and priorities.

Team Collaboration: Strong team player; excellent at mentoring colleagues and contributing to a positive work environment.

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