

Resume

Caitlyn Schaper

Personal Details

Name: Caitlyn Schaper
Telephone: 0413 906 408
Email: caitlynjschaper@gmail.com
Citizenship: Australian

Technical & Computer Skills

- **Operating Systems** – Microsoft Office, Windows, Apple, Social Media

Personal Attributes

- Punctual and Reliable
- Friendly and Outgoing
- Genuine and Honest
- Creative and Artistic
- Hard working
- Team player

Education

2017 – current Federation University Ballarat – Bachelor of Business

2011 – 2016 Graduated Phoenix P-12 Community College

Employment History

February 2020 – Current **Curtis Fresh (BB Fresh Trading Company Pty Ltd)**
Position – Store Manager

Duties & Responsibilities:

- Training and Development of new and existing employees
- Recruiting new Staff members (shortlisting, conducting interviews)

- Conflict Management
- Scheduling of shifts
- Delegation of workloads to staff members
- Ensuring OH&S protocols are followed by all staff members to ensure a safe workplace
- Answering customer queries
- Banking (tills and takings) reconciliation duties (eftpos and cash)
- Filing
- Running a store in a fast-paced environment
- Organization of store layout
- Ensuring quality control of both service & product
- Assisting customers with issues promptly and successfully

2016 -2020 **Curtis Fresh (BB Fresh Trading Company Pty Ltd)**
Position – Senior Retail Assistant

Duties & Responsibilities:

- Training and Development of new and existing employees.
- Managing junior staff
- Staff management in conjunction with Store and Senior Management
- Key Holder, responsible for opening and closing duties
- Managing conflict within the workplace between customers or team members
- Communicating clearly with staff members
- Delegating workloads to staff members
- Ensuring quality control of both service & product

2014 – 2016 **Curtis Fresh (BB Fresh Trading Company Pty Ltd)**
Position – Junior Retail Assistant

Duties & Responsibilities:

- Handling money
- Customer service
- Stocking produce
- Cleaning
- Customer facing

June 2019 – February 2021 **Ballarat Beer Festival (Festival Enterprises Pty Ltd)**
Position – Assistant Event Manager

Duties & Responsibilities:

- Recruiting Volunteers
- Delegating tasks
- Working in a very fast paced environment
- Multitasking
- Working with health professionals to ensure the area is safe

- Conflict management
- Working closely with the Director to organise the layout of the Festival.
- Organising Brewers (exhibitors) for the festival:
 - Shortlisting 52 Brewers for who would exhibit at the Festival
 - Ascertaining all documentation from the breweries needed for them to serve at the Festival
 - Talking the breweries through how to correctly fill in their documentation
- Inducting the Breweries and the Food trucks to the Festival.

2013 – 2019

Athlegen Pty Ltd

Position – Temp Administration Assistant

Duties & Responsibilities:

- Data entry of sales using Ostendo ERP system entry
- Processing the sales and delivery of orders via Ostendo ERP
- Processing e-commerce payments via Paypal, Eway and Evolve facilities
- Co-ordinating the final payment from customers and delivery of end product
- Data and purchasing using Ostendo ERP system entry and processing of sales
- Processing purchase invoicing to purchase orders in Ostendo
- Customer Service
- Filing
- Answering phones
- Ad Hoc administrative duties

Workplace Skills

- Excellent communication skills
- Excellent customer service skills
- Professional presentation
- Demonstrated ability to work independently or as part of a team
- Excellent time management skills
- Ability to delegate tasks effectively
- Show initiative
- Ability to learn quickly
- Excellent ability to work under pressure and in a fast-paced environment
- Great attention to detail

Referees

Damien Curtis
Store Owner
Curtis Fresh
(BB Fresh Trading Company Pty Ltd)
Phone: 0439 417 477

Richard Dexter
Festival Director
Ballarat Beer Festival
Phone: 0427 886 666

