

## DETAILS

**Name:** Dante Company

**D.O.B:** 1<sup>ST</sup> April 1997

**Contact:** 0406 191 551

**Email:** dante.c1997@outlook.com

**Location:** 3 Temple Court, Templestowe  
Lower, VIC 3107

## PROFILE

Hello, I'm Dante!

In my professional career I have gained a considerable amount of experience working in telecommunications within the retail space, systems management and development for the family business and in finance banking with a strong focus on assisting customers and protecting their bank accounts. I am extremely motivated to constantly develop my skills and grow professionally. I am a goal oriented, friendly and hard-working person with proven time management, communication, decision making and people skills.



## CAREER EXPERIENCE

### **National Australia Bank** – Customer Advisor – Call Centre Melbourne: May 2021 – Current

My role as Customer Advisor is taking inbound calls and assisting customer needs by providing a tailored solution while navigating multiple systems and investigating cards/ account fraud and lodging disputes. Throughout my journey I have been able to up-skill within my Customer Advisor role, allowing me to further improve my skills and knowledge.

#### My role includes:

- Understanding customer needs and wants
- Providing self-service education
- Providing general information on products and services
- Lodging transactional/ card disputes
- Providing ICARE solutions
- Meeting Personal and team KPI's
- Email follow ups
- Cross communication within NAB departments

### **National Australia Bank** – Customer Advisor – Call Centre – Cards Servicing Melbourne: May 2021 – Current

#### My role includes:

- Interest rate and Fee explanation/reversal
- Cards closure and management
- Card fraud transactional investigation
- Lodging card fraud disputes
- Management of lost/damage cards
- Cards Activation and security pin resets
- Product swap changes
- Dispute follow ups
- Statement cycle management

### **National Australia Bank** – Customer Advisor – Call Centre – Transactional Servicing Melbourne: November 2021 – Current

#### My role includes:

- Account closure
- Self-service education
- Term Deposit management
- NAB Treasury communications
- Dispute follow ups
- Account interest rate management
- Account statement cycle management

### **National Australia Bank** – Customer Advisor – Call Centre – Internet Banking Servicing Melbourne: Sep 2021 – Current

#### My role includes:

- Internet security
- Mobile security update
- Residential address update
- Australia Tax File number update
- Automatic Drawing disputes
- Self-service education
- Fraud check
- Dispute follow ups
- International and domestic transfer increase
- Suspect ID take over alert eforms

## Samsung Australia – Sales and Service Consultant

Melbourne: April 2017 – 2021 May

As a sales and service consultant at Samsung, my job involves finding the best product or service for each customer that best suit their needs and wants. As well as identifying and understanding target market.

### My role involves:

- Personal selling to target audience
- Security software program for repairs
- Sales per labour hour targets
- Providing consumer product solutions
- Company policy education
- Identifying and understanding target market
- Overcoming customer objections
- Level 1 Technician
- SMB consultant
- Product software and hardware diagnostics
- Telecommunications consultant

## Samsung Australia – Floor Manager

Melbourne: March 2019 – 2021 May

My role as floor manager involves managing traffic flow and team members, including meeting company targets and handling customer escalations.

### My role involves:

- Team management
- Customer appointment management
- Escalation management
- Customer traffic management
- Team sales per labour hour target
- Booking management system



## BUSINESS EXPERIENCE

### The Dreaming Show – Co-Founder:

Family-Owned Business

Melbourne: June 2015 – Current

On The Dreaming Show, my role involves the development of weekly chat topics, as well as conducting and film productions of business interviews to help market business owners and reach new potential clients and build new business relationships.

### My role includes:

- Social Media marketing
- Identifying target audience
- Web development
- Videography
- Data entry

## Samsung Australia – Consumer Class Expert

Melbourne: October 2019 – 2021 April

As a consumer class expert, my role is to provide educational content to consumers on how to use new products and services. This allows me to further improve my communication and presentation skills.

### My role includes:

- Product guide and set up
- Product feature demonstration
- Company service demonstration
- Build and maintain customer relationships
- Online support and education
- Product training for team members and consumers



## BUSINESS EXPERIENCE

### Chocolate Appetite – Visual & Design / Systems Administration

Co-Founder: Family-Owned Business

Melbourne: October 2020 – Current

My role at Chocolate Appetite involves the development and designs of new products. Maintaining back-end systems and account management, web speed management, as well as identifying target audience and building customer relationships.

### My role includes:

- Social Media marketing
- Customer account management
- Customer service
- Product development
- Identifying target audience
- Web development management
- Product and design management
- Visual demonstration
- Data Entry and Admin
- Excel and graph work

### Public Speaking & Leadership Club – Co-Founder

Melbourne: 2015 – Current

A monthly network meet-up group with over 5000 members, including business and non-business members. This meet-up focuses on presenting, communication and public speaking skills on how to progress within one's career.

### My role includes:

- Organising topics and prizes for winners
- Event marketing
- Presentation management
- Members portal engagement
- Public speaking and presenting
- Event Photography
- Event Videography
- Data entry

**Monash University – Data Analyst**

Melbourne: May 2022 – Current

**Udemy – PL/SQL Boot Camp**

Melbourne: April 2022 – Current

**Udemy – Data Science & Machine Learning Boot Camp**

Melbourne: June 2022 – Current

**Udemy – Excel**

Melbourne: March 2022 – Current

**Web Development – Online**

Melbourne: May 2017 -2018

**Toast Masters – Public Speaking & Communication**

Melbourne: 2017 – 2018

**NLP – Self-Development**

Melbourne: 2016 – 2017

## References

References can be provided upon request.

- Customer Service
- Presentation Skills
- The ability to work under pressure and multitask
- Meeting team and personal KPI's
- Exceptional communication and networking skills
- Time management
- Trouble shooting skills
- Microsoft Word
- Power point
- B2K Systems
- Siebel System
- Adobe Photoshop
- Adobe Lightroom
- Adobe Premiere Pro
- Wordpress – Web Development
- Wix Web Development
- Instapages (landing Pages)
- Analytical Problem Solving
- Visual Studio Code
- Python coding
- Pandas coding
- Excel VBA coding
- Excel