

# David Chiem

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## Career Objective

- Seeking employment as a customer support representative to enhance customer engagement skills. I have excellent communication skills from handling customer needs and team building from previous experience for efficient team productivity. I am highly passionate about providing the highest quality of customer services.

## Education

### **DIPLOMA OF INTERNATIONAL BUSINESS | RMIT TAFE | 2018 – 2019**

- Lead and manage team effectiveness.
- Promote product and services.
- Analysed and profile data from international markets.

## Employment

### **CROUPIER | Crown Melbourne | March 2022 – Current**

- Maintaining a professional rapport with regular patrons.
- Strong Game Integrity.
- Provide quality and exceptional experiences for patrons.

### **Customer Service Officer | Serco | Jan 2022 – March 2022**

- Speak and assist with customers regarding government services.
- Reporting client details and transactions.
- Provide online guidance for customer enquiries.

### **Waiter | Crystal Palace | March 2021 – September 2021**

- Provide excellent customer service with endeavouring requested needs efficiently.
- High standards for presentation and grooming.
- Coherently perform duties with other team members in a fast-paced environment.
- Fulfil ad hoc tasks assigned by supervising manager.

### **Food and Beverage Attendant | The Melbourne Cricket Ground | June 2019 – March 2021**

- Customer service representative and appropriately handle transaction.
- Handle food and drinks accordingly to Food and Safety Procedures.

- Remain courteous in response to customer dissatisfaction.
- Contact supervising manager to handle technical difficulties and complaints.

## Additional Training

### **Microsoft Office Suite**

- Excel
- Word
- OneNote

### **RMIT MIRCO-Credentials | RMIT UNIVERSITY | 2021**

- Agile ways of working.
- Information literacy.
- Smart Goals.

## Extra-Curricular Activities

### **ATHLETE/COACH | V-Team Taekwondo | September 2014 - December 2018**

- Competed in multiple competitions.
- Preparing students physically and mentally under a fast-paced and timed environment prior competition.
- Working with Children Check.

## Referees

AVAILABLE UPON REQUEST.