

# Don Heal

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## WORK HISTORY

### Warringah Florist - Office Allrounder

Manly Vale, NSW  
01/2015 - Current

- Handle day-to-day running of the shop, ensuring high levels of productivity and progression.
- Provide customer service face to face, online and over the phone.
- Handling payments, reconciliations and accounts payables.
- Orders management including preparation when required.
- Delivery of orders.

### Harborside Electrical And Communications - Apprentice Electrician

NSW  
05/2013 - 05/2014

- First introduction to electrical work on existing and new builds.
- Worked under supervision of Journeyman Electrician to learn trade and develop electrical knowledge.
- Checked and performed electrical wiring through conduits and holes in walls and floors.
- Inspected electrical systems, equipment and components to identify hazards, defects and repair requirements.
- Adhered closely to TBC and TBC regulations and industry best practices.
- Replaced and repaired lighting fixtures, including switches, relays and circuit breaker panels.
- Pulled wire through conduits and through holes in walls and floors.
- Installed data cabling, ceiling fans and intercom box amongst other items.

### Supercheap Auto - 3IC Manager

Brookvale, NSW  
10/2007 - 01/2014

- Successfully managed a team of 4 employees including their rostering.
- Provided customer service, including complaints handling.
- Responded to and directed incoming calls and other communication.

## SKILLS

- White card holder
- Customer Service
- Technical experience
- Power tools knowledge, safety & operation
- Reliable and meticulous

## EDUCATION

**St Augustine's College**  
Brookvale

**High School Diploma**

## REFERENCES

### Scott Wilson

Electrician/ Home automation technician

### Gabriele Ihl

Shop and business owner –  
Warringah Florist

- Managed filing system, entered data and completed other clerical tasks, including POS, banking and inventory keeping as well as ordering.

**Col Crawford Car Dealership - Pre-delivery and Accessory Technician**

*Brookvale, NSW*

*02/2009 - 11/2009*

- Checking that all new cars were safe before delivering to client.
- Fitted accessories and client package deals to vehicles prior to collection.
- Performed minor services.