

GEORGE KALUWIN

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I am well-organised and detail-oriented with key experience in customer service-based environments. I am knowledgeable in managerial practices, enforcement of policies and optimizing procedures for dynamic requirements. Focused on maximizing quality and efficient work practices in all areas.

SKILLS

- Collaborative working
- Agile work processes
- Strong communication skills
- Adaptable to changing work environments
- Problem solving
- Git and Github pages
- HTML, CSS, JavaScript, JQuery
- Responsive design

EXPERIENCE

MARCH 2021 – CURRENT

COMPLIANCE AND DEBT OFFICER, SERVICES AUSTRALIA

KEY RESPONSIBILITIES:

- Deliver tailored services for customers in line with current legislation.
- Work collaboratively within and across teams to improve processes
- Moved with agility across work types in order to best serve the agency according to customer and government demand.
- Engage in a facilitate daily team meetings.
- Utilize investigative skills to determine best outcomes.
- Manage customer interactions through a personalized call flow method for both inbound and outbound contacts.
- Keep up to date with changing legislation and implementing the information available as best possible.
- Help to develop team culture by sharing information and knowledge wherever possible.

AUG 2018 – MAR 2021

PRACTICE MANAGER, BAILEY NELSON OPTOMETRISTS

KEY RESPONSIBILITIES:

- Create and implement policies and procedures for effective practice management.
- Motivate staff by offering direction and providing constructive feedback.
- Mentor and coach newly hired team members on practice procedures and computer systems.

- Consult with optometrists to develop business strategy.
- Lead and motivate employees through supervision, training and coaching on duties and daily operational activities.
- Manage operations in accordance with budget requirements.
- Coordinate delivery of exceptional patient care.
- Deliver results based on KPIs and reported on performance statistics.

JUL 2017 – AUG 2018

ASSISTANT MANAGER, BAILEY NELSON OPTOMETRISTS

KEY RESPONSIBILITIES:

- Collaborate with practice managers to develop strategies for achieving sales and profit goals and maintain day to day operations.
- Delegate daily tasks to team members to optimize team productivity.
- Organise appointments, workflows, and shift coverage to meet expected business demands.
- Troubleshoot customer issues to deliver best outcomes for both the business and customer.
- Handle managerial responsibilities successfully in the absence of the practice manager.
- Resolve customer escalations with utmost professionalism to deliver best outcomes for both the business and customer.

EDUCATION

AUG 2022

CODING BOOT CAMP, THE UNIVERSITY OF ADELAIDE

CURRENT

BACHELOR OF FINANCE, THE UNIVERSITY OF ADELAIDE

DEC 2010

SACRED HEART COLLEGE, SOUTH AUSTRALIA

REFERENCES

Available upon request