

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.

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

EXPERIENCE

MARCH 2021 – CURRENT

COMPLIANCE AND DEBT OFFICER, SERVICES AUSTRALIA

KEY RESPONSIBILITIES:

- Delivered tailored services for customers in line with current legislation.
- Worked 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.
- Engaged in a facilitated daily team meetings.
- Utilized investigative skills to determine best outcomes.
- Managed customer interactions through a personalized call flow method for both inbound and outbound contacts.
- Kept up to date with changing legislation and implementing the information available as best possible.
- Helped to develop team culture by sharing information and knowledge wherever possible.

AUG 2018 – MAR 2021

PRACTICE MANAGER, BAILEY NELSON OPTOMETRISTS

KEY RESPONSIBILITIES:

- Created and implemented policies and procedures for effective practice management.
- Motivated staff by offering direction and providing constructive feedback.
- Mentored and coached newly hired team members on practice procedures and computer systems.
- Consulted with optometrists to develop business strategy.
- Led and motivated employees through supervision, training and coaching on duties and daily operational activities.
- Managed operations in accordance with budget requirements.
- Coordinated delivery of exceptional patient care.
- Delivered results based on KPIs and reported on performance statistics.

JUL 2017 – AUG 2018

ASSISTANT MANAGER, BAILEY NELSON OPTOMETRISTS

KEY RESPONSIBILITIES:

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

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

INTERESTS

My name is George and I have recently begun my journey into web development. In my spare time I enjoy rock climbing, camping and more recently, coding. Through the coding boot camp offered by the University of Adelaide, I have gained base knowledge on HTML, CSS, Bootstrap, JQuery and Javascript and hope to continue building on this knowledge in the future.