

**Michael Brown**

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**Professional Summary**

Customer service professional with over 5 years of experience in retail and hospitality industries. Strong communication and interpersonal skills with a focus on customer satisfaction. Seeking to transition into a new career path in the railway industry.

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**Core Competencies**

- Customer service and support
  - Sales and retail management
  - Team collaboration and leadership
  - Basic computer skills
  - Problem-solving and conflict resolution
  - Time management and organization
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**Professional Experience****Customer Service Representative**

Retail Solutions, Perth, WA

June 2020 – Present

- Assisted customers with inquiries and provided product information.
- Managed cash register and handled transactions.
- Resolved customer complaints and ensured satisfaction.
- Maintained store cleanliness and organized merchandise displays.
- Trained new employees on customer service protocols.

**Waitstaff**

Gourmet Bistro, Perth, WA

January 2018 – May 2020

- Provided excellent customer service in a fast-paced environment.
- Took orders and served food and beverages to customers.
- Assisted in training new staff members.
- Handled customer complaints and ensured a positive dining experience.

- Maintained cleanliness and organization of dining area.
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## **Education**

### **Certificate III in Retail Operations**

TAFE Western Australia, Perth, WA

Completed: 2019

### **High School Diploma**

Perth High School, Perth, WA

Completed: 2017

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## **Certifications**

- Responsible Service of Alcohol (RSA)
  - First Aid Certificate
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## **Special Requirements**

- Current Western Australian 'C' class driver's license
  - Availability for shift work and weekend work
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## **References**

Available upon request.