**Michael Brown**  
789 Oak Street, Perth, WA 6000  
Phone: (08) 5555 1234  
Email: [michael.brown@example.com](mailto:michael.brown@example.com)

**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.

**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

**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.

**Education**

**Certificate III in Retail Operations**  
TAFE Western Australia, Perth, WA  
Completed: 2019

**High School Diploma**  
Perth High School, Perth, WA  
Completed: 2017

**Certifications**

* Responsible Service of Alcohol (RSA)
* First Aid Certificate

**Special Requirements**

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

**References**

Available upon request.