

# James Boland

Bachelor of Economics & Finance/Bachelor of Arts  
(Sociology) Graduate

## 👤 Profile

University of Wollongong graduate with both an Economics & Sociology major across two degrees. A diverse employment background offers extensive experience in audio, client services, events, hotels, office administration, project management, financial modelling, and over five years of hospitality.

## 📁 Employment History

### Service Delivery Officer at Australian Taxation Office, Wollongong

February 2020 — Present

- Handled inbound and outbound telephony enquiries, ensuring a positive client experience.
- Developed new procedures on a team to efficiently process new worktypes using a combination of online systems.
- Provided one on one and group support for new employees being trained in specific work types, relaying feedback to their team leaders.
- Reviewed ever-changing policies, procedures and legislation to ensure information relayed to clients was accurate and up to date.

### Artist Support at Ableton Liveschool, Sydney

November 2019 — July 2020

- Assisted with studio and workshop setup for live artist demonstration.
- Dealt with the administration of new and potential students

### Food & Beverage Attendant at Novotel Wollongong Northbeach, Wollongong

November 2015 — January 2021

- Gained extensive experience in customer service and dealt with international guests on a regular basis. Excelled in making guests feel welcome and getting to know them over their short term stay.
- Primarily stationed within the lobby bar. Have also regularly worked in different teams across the restaurant, room service and conferencing/events.
- Worked closely with the bar manager and operations manager in the decision making & planning for marketing or promotional events.

### Event Crew/Guest Relations & Community Manager at The Yacht Week (Croatia), Split, Croatia

August 2018 — September 2018

- Aided in the operation of events and ensured that they ran smoothly throughout the week, whilst communicating efficiently with guests, skippers, and event management.

## Details

Wollongong

Australia

0415388267

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## Links

[LinkedIn:](#)

[linkedin.com/in/james-boland-4079a717a](https://linkedin.com/in/james-boland-4079a717a)

## Skills

Effective Interpersonal  
Communication

Quick Learner

Adaptability

Emotional Intelligence

Creative Problem Solving

Teamwork

Technical Competency

Social Competency

Communication

Strategy and Leadership

Professional

- Filed event reports and dealt with the documentation of late arrivals.
- Ensured symmetrical, accurate information with guests in a personable manner.
- Acted as master of ceremonies at a few of the closing parties, giving the closing speech, thanking guests and announcing prize winners in front of 300+ people.

### **Data Analyst/Project Manager at Blockchain Partners, Wollongong**

November 2017 — January 2018

- Used various economic and financial models to value digital assets in a financial market. Traded digital assets in real time.
- Lead and presented group projects to put forward R&D findings in valuation, risk management and international implications.

## **Education**

### **Bachelor of Economics & Finance, University of Wollongong, Wollongong**

February 2013 — November 2017

Full time. Economics major, Finance minor.

### **Bachelor of Arts (Sociology), University of Wollongong, Wollongong**

February 2013 — November 2017

Full time.

### **Produce Music, Ableton Liveschool, Sydney**

June 2019 — April 2020

## **Achievements**

### **Solo Travel**

April 2018 — September 2018

United States of America and Europe/Africa.

### **Surf Lifesaving Captain, Sydney**

2012

St Ignatius College, Riverview NSW

### **Voluntary Fundraising**

Voluntary fundraising for charities such as The Heart Foundation, Movember (ongoing), and Westmead Children's Hospital.

### **Music Project - EP album release**

September 2020 — November 2020

Produced, organised, marketed and managed the release of a solo electronic music project ('bondla'). Organized online content working with graphic designers, videographers, photographers and audio engineers.

## **References**

References available upon request