

# Jeffrey Dorling

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website - <https://jeffdorling.github.io/jeff-dorling.github.io/>

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## Skill Summary

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- Advanced knowledge of Microsoft Office programs including Excel, Word, Access, Publisher and PowerPoint
- Intermediate knowledge of Ruby, HTML and CSS.
- Extensive knowledge of MYOB and basic accounting skills with extensive experience using XERO accounting software. All programs I learnt quickly on the job with no training.
- By delivering professional reports and documentations I have a high attention to detail

## Work Experience

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Team Leader – ***Australia Way Pty. Ltd.***

2017 – Present

Duties:

- Providing face to face customer service to customers with a range of needs demonstrating the ability to stay calm and resilient in the face of stressful situations.
- Liaising with staff and key stakeholders regarding a number of issues including store procedures and merchandising.
- Completing essential store administration duties including; cash handling, banking, stock ordering, answering emails, staff management
- Effectively communicating with and supervising staff in a fast-paced environment
- Processing high volumes of stock through both data entry ordering and receiving
- Learning new store programs quickly to effectively complete administrative tasks

Executive Assistant – ***Dynamic Car Carrying***

2015 – 2017

Duties:

- Working autonomously and without direction to complete a variety of tasks
- Providing excellent customer service with clients both over the phone and face to face by using effective communication skills
- Making outbound and answering inbound phone calls for a variety of issues including; sales, customer service, customer feedback, debt collecting,
- Learning new computer systems to complete invoicing and payroll management more effectively
- Completing a number of additional administration duties including organising the director's calendar, organising company events, organising the director's flights and accommodation when required.
- Liaising with solicitors on behalf of the director to achieve desired outcomes in dealing with sensitive and personal material
- Development of a high level of written and verbal communication skills from the high volume of stakeholders liaised with and reports required.

Administration and Office Assistant – ***Dynamic Freight Management***

2014-2015

Duties:

- Advising senior management on branding and advertisement to use for the company
- Entering high volumes of data in the form of the client database
- Assisting senior management in a variety of tasks such as customer accounts and accounts receivable requiring fast data entry and the learning of new programs
- Learning the basics in freight forwarding operations

Team Member – ***Woolworths Pty. Ltd.***

2007 – 2014

Duties:

- Face to face customer service
- Effectively following directions and store procedures both autonomously and with team mates
- Coordinating junior staff members to ensure they effectively followed management directions and store procedures.
- Merchandising stock through creating displays and following planograms

- Managing stock by creating inventories, receiving stock and using heavy equipment when required.

### **Qualifications**

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**Diploma of Information Technology**    Coder Academy    2019 – Present

**Bachelor of Business**    Australian Catholic University    2014

### **Hobbies and Interests**

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- Programming and website development.
- Playing a variety of team sports in addition to working and studying

### **References**

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Keren Sabina Fifita

Current Store Manager – ***Australia Way Pty. Ltd.***

0422 750 495

Ricky Hage

General Manager – ***Dynamic Freight Management***

0419 854 051