**Jeffrey Dorling**

m – 0410 218 771

e – [jdorling15@gmail.com](mailto:jdorling15@gmail.com)

**Skill Summary**

* 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**

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**

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

**Bachelor of Business** Australian Catholic University 2014

**Hobbies and Interests**

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

**References**

Keren Sabina Fifita

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

0422 750 495

Ricky Hage

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

0419 854 051