

Jordan Barhoumeh

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Summary

Dedicated and driven Information Technology student in my third year at Macquarie University with a Major of Data Science. I bring over three years of experience as an Assistant Store Manager, where I honed skills in decision-making, financial management, and team leadership. My professional journey includes enhancing customer experiences and resolving complex issues as a Customer Experience Partner at Domain Group. Additionally, I possess a strong foundation in programming, data analysis, and statistical methods, complemented by leadership roles in non-profit organisations, showcasing a commitment to community service and continuous learning.

Core Competencies

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|------------------------|------------------------|-----------------------|
| • Leadership | • Willingness to Learn | • Statistical Methods |
| • Financial Management | • Project Management | • Java |
| • Problem Solving | • Critical Thinking | • Python |
| • Decision Making | • Programming | • C++ |
| • Communication | • Data Structures | • SQL |

Education

- Macquarie University, Bachelor of Information Technology, Major in Data Science (2022 – Current, expected completion of 2025)
- Macquarie University, Bachelor of Arts, Major in Geography (2021 - 2021)

Professional Experience

Domain Group

Customer Experience Partner (January 2024 – Present)

- Proactively address and resolve both paying clients and general users' issues, ensuring high satisfaction levels and seamless interaction with the property listing platform.
- Regularly update and maintain client profiles to reflect accurate information and status, ensuring timely response times to both clients and general users to keep information updated.
- Serve as the primary point of contact for users navigating the site, offering effective assistance to enhance their search experience.
- Share insights from user feedback to inform platform updates and enhancements and communicate customer concerns relating to the platform.

WEZCO PTY LTD

Assistant Manager (July 2020 – January 2024)

- Managed sales operations, directed and supervised sales operations, overseeing daily activities, optimising processes, and analysing sales data to identify opportunities for growth.
- Sale management and reporting, through recording of transactions and financial information in organised Excel format.
- Leadership and sales goals attainment, setting and achieving weekly sales objectives through effective delegation, motivation, and performance monitoring, helping to increase overall sales performance.
- Trained new sales associates on company procedures, policies, and proper management of customer interactions.
- Inventory Management, implemented and maintained an efficient inventory management system that holds the information of four individual locations.

Volunteer Experience & Community Service

- **Saints Peter and Paul Antiochian Orthodox Church Youth Committee:** Youth Leader (October 2020 – Current), Vice Treasurer (November 2022 – Current)
- **Saint Raphael's Mission:** Feed the homeless, organise members for feeding the homeless from church (January 2022 – Current)

References

- **WEZCO PTY LTD** – Nasser Barhoumeh | 0400 445 507
- **SPP Antiochian Orthodox Church Youth Committee** – Sandra Aboui | 0431 696 902