



## Hayden Alves

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Summer



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/Hayden-Alves-257253133

## References

Sharon Ford

Manager

Whitcoulls Johnsonville

04 890 4210

jon@whitcoulls.co.nz



## Personal Statement

A marketing and management student at Victoria University of Wellington. Seeking a part time position to help develop skills needed for entering into a successful marketing career. Through my experience working in a retail environment I have obtained techniques that help me be a hard working, conscientious worker and I wish to apply these techniques to a new field.

## Work Experience

### Whitcoulls Johnsonville Supervisor-2015-Present

As a supervisor at Whitcoulls I was given a number of responsibilities that provided me with useful skills, including the ability to manage small numbers of staff and managing difficult customers. This often involved attempting to resolve customer complaints and attempting to keep customers happy. Occasionally I would also take on roles to help manage stock, such as stock taking, receipting in stock and internal transferring. Lastly the main responsibility I held was the opening and closing of the store, which meant counting and preparing tills, securely (un)locking the store and ensuring the store is left in a presentable state.

### Angela Goodall Dance Academy- Media Design- Once Off-2015

In order to help Angela Goodall relaunch her dance academy I was asked to design a series of promotional pieces to be distributed. To do this an HTML website was made to provide customers basic information (including timetable, street address and contact methods). To accompany this a variety of flyers, posters and newspaper adverts were also designed, these were created using Adobe Photoshop and InDesign.

### Whitcoulls Johnsonville-Salesperson -2013-2015

As a salesperson many things were expected of us. One such thing was that customers took priority over anything else, as such we were taught to provide customers with the best service we could, often times this meant looking products up for them (using a database), personally selling particular products and/or providing recommendations. This also came along with training on a point of sale service. Other such responsibilities we held as sales people were often implementing head office actions (such as price changes, classification changes and promotions). We also did the typically housekeeping jobs such as putting stock out and cleaning up mess.

## Education

### Victoria University of Wellington (2016-Present)

Bachelor of Commerce- Marketing & Management

### Victoria University of Wellington (2015)

Bachelor of Science- Chemistry

### Red Cross

First Aid Certificate (2013-2015)

### Onslow College (2010-2014)

NCEA Level 1,2,3

## Other Skills

Adobe Photoshop



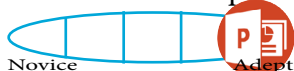
Adobe InDesign



Adobe Lightroom



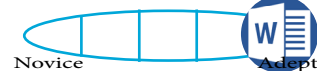
Microsoft Powerpoint



Microsoft Excel



Microsoft Word



HTML



Java-script



PHP

