**Lachlan Ferguson**

D.O.B - 20/11/1998 **|** U23/3 Wardens Walk Coburg 3058 | 0499 982 122 | lachieferg98@hotmail.com

**Professional Summary**

I am a hardworking, self-motivated individual who works well independently as well as in a team environment. I am reliable and well organised, have excellent interpersonal skills, and enjoy a challenge. I have excellent problem-solving skills and appreciate a diverse work environment.

**Skills**

* Problem Solving
* Customer Orientated
* Time Management
* Excellent Communication Skills
* Strong Work Ethic
* Team Player

**Work History**

**Retail Assistant**, *September 2014 - March 2019*

**Bunnings Warehouse** - Traralgon, Vic

* Followed merchandising guidelines to present visually appealing displays.
* Determined customer needs by asking relevant questions and listening actively to the responses
* Built relationships with customers to increase the likelihood of repeat business
* Responded to customer questions and requests in a prompt and efficient manner
* Operated a cash register for cash, cheque, and credit card transactions
* Efficiently restocked department to be fully clean and tidy.
* Leader of the in store safety team

**Sales Merchandising Specialist ,** *April 2019 - June 2022*

**Pioneer Hardware -** Port Melbourne

* 'Delivering Excellence' Award Winner - 2020
* Achieveing Sales targets within my area
* Liasing with internal and external customers to create rapport
* Maintain strong relationships with colleagues and customers
* Lead training sessions for new and existing merchandise
* Create and follow fortnightly call cycle
* Merchandise and maintain stock in Bunnings stores
* Relay bays to planogram

**Bartender,** *July 2020 - March 2022*

**3844 Bar -** Traralgon, Vic

* Provide exceptional Customer Service
* Cash Handling
* Maintain a tidy workspace

**Area Manger**, June 2022 - Present

**Airco Brands -** Melbourne Northen Subrubs, Vic

* Managing, training, and providing overall guidance to the customers in my terriorty
* Achieving sales targets
* Travelling to potential and existing customers within my assinged sales area
* Utilize outbound calls, email communications and face-to-face meetings with customers
* Develop and sustain relationships

**Education & Licence's**

**Lavalla Catholic College** – Traralgon, VIC

**Year 12, 2016** – Victorian Certificate of Education Completion

**EWPA Yellow Card -** Boom, Scissor

**Drivers Licence (M)**

**White Card**

**References**

**Michael Preece**

0433 956 295

Multistore Solutions

**Carolyn Haynes**

0408 553 704

Bunnings Warehouse - Warragul

**Rishi Kuzza**

0448 474 744

3844 Bar