

MATTHEW D'SENA

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DOB: 20/12/1994

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OBJECTIVES

TO FIND A JOB IN CODING. I AM CURRENTLY STUDYING A WEB DEVELOPMENT FULL STACK COURSE

[HTTPS://GITHUB.COM/MATTDSENA](https://github.com/MATTDSENA)

[HTTPS://MATTDSENA.GITHUB.IO/PORTFOLIO/](https://mattdsena.github.io/Portfolio/)

EXPERIENCE

Completed Double Diploma of Sport and Recreation Management and Sport Development.

Completed Cert IV Sport Coaching.

Jan 2013 – July 2014

Course details:

- Running and organizing events – e.g. Soccer club presentation night
- Working at Enfield Primary - Soccer coaching Year 4 / 5
- Auskick sessions at Star of the Sea – Reception and Year 1
- Auskick pie night at Adelaide Crows Training Facility
- Managing Meetings
- Managing People
- Developing and understanding a marketing plan
- Developing and understanding a business plan
- Facilitating groups
- WH&S
- Risk Management Plan
- First Aid certificate
- Completed Police Check

EXPERIENCE

BRICE METALS | CAVAN

January 2021 – Present

Internal Sales Rep

Responsibilities:

- Building relationships with customers
- Dealing with daily phone calls
- Knowledge of steel and structural products
- Using SM3 program and entering customer orders into system
- Ordering product from suppliers
- Building rapport with suppliers
- Organising with freight companies for account or cash customer collects
- Dealing with customer issues, e.g. Wrong product supplied
- Communicating with customer via email or phone
- Visiting customer if I manage their account

EXPERIENCE

SENTURION STEEL | GEPPS CROSS

June 2017 – November 2020

Sales

Responsibilities:

- Building relationships with Retail, Reseller, Wholesale customers
- Dealing with daily walk ins & phone calls
- Knowledge of Steel & Rural products
- Handling money & taking card payments
- Using SAGE program and entering customer orders into system
- Ordering product from suppliers
- Building rapport with suppliers
- Organising with freight companies for account or cash customer collects
- Dealing with customer issues, e.g. Wrong product supplied

EXPERIENCE

KART MANIA & LAZERFORCE | GEPPS CROSS

September 2015 – June 2017

Go Kart Track Manager

Responsibilities:

- Start Go Karts
- Run customers through safety rules
- Answer calls in office
- Assist customers wanting food or drink
- Enter new customers into the system
- Update existing customer information
- Handling Money
- Assisting customers with lazer suits and running through rules
- Building rapport with customers
- Fixing Go karts and fuelling them

EXPERIENCE

TSA – Telstra | CBD

September 2014 – May 2015

Inbound Customer Service Advisor

Responsibilities:

- Retain Customers
- Assist customers with account issues
- Answer calls
- Research required information using available resources
- Process orders, forms and applications
- Enter new customers into the system
- Update existing customer information
- Manage and resolve customer complaints
- Route calls to appropriate resource
- Identify and escalate priority
- Follow up customer call backs
- Complete call logs
- Building rapport and delivering great customer service

EXPERIENCE

Big W | Arndale

Oct 2012 – September 2014

Responsibilities:

- Refit Associate
- Night Fill
- Compactor / Jack in loading dock.
- Customer Service (helping customers locate products, phone sales, products on hold, returns, dealing with customer enquiries)
- Stock Take
- Hygiene
- Occupational Health & Safety

EXPERIENCE

Encore Catering | AAMI Stadium

March 2009 – September 2014

Responsibilities:

- Cleaning of Kiosk
- Preparation of Equipment
- Prepare Hot Food
- Customer Service (assisting customers with their orders, returns)
- Stock Take
- Hygiene
- Occupational Health & Safety

Work Experience | Port Adelaide Football Club

November 15th – November 18th 2010

Responsibilities:

- Shop Presentation – Selling, Stock take
- Customer Service (selling merchandise in the store, returns, cashier, customer enquiries, phone sales)
- Admin – Meetings, Conference Call, Keyboard Skills
- Assisted at Training with the Port Adelaide Football Team as Runner
- Community Work

EDUCATION

Seaton High School – 2008-2012

West Lakes Shore Primary School – 2000-2007

Personal Awards:

- Grange Cricket Club Best All-rounder – 2007/2008
- Captain of Grange Cricket Club U13's (won Premiership) – 2007/2008
- SAPSASA Port cricket team – 2007(won Premiership)
- 50 game medal for SMOSH West Lakes Football Club.
- Captain of Grange Cricket Club U15's (won Premiership)
- Vice Captain of Port Adelaide Cricket Club

High School Awards:

- Seaton High School Captain - 2012

West Lakes Shore Primary school Awards:

- Captain SAPSASA Cricket Knockout Team – 2007

ATTRIBUTES

- Good communication skills
- Able to work in a team
- Able to meet deadlines
- Flexible
- Organised
- Punctual
- Reliable

REFEREES

- Gordon Smith – Business Development Manager – Brice Metals – 0409954569
- Scott Moritz – General Manager – Senturion Steel – 0419 887 333