

FAWAZ TOTONCHY

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OBJECTIVE

In review of my resume you will find out I am highly capable of performing the role of the job description. I am a very enthusiastic person, hardworking and an adaptive person. Experience has provided me with valuable knowledge to make a positive and lasting contribution and to also help my community. I am a person who is willing to go the extra mile and bring the best smile's on people's faces. I possess excellent communication skills. My ability to work in a team has made it possible for me to reach set goals and complete assigned tasks.



EDUCATION

Undergraduate | Edith Cowan University

FEBRUARY 2020 – PRESENT

I am currently enrolled in the Bachelor of Computer Science. Reason being is I want to develop skills that are useful in pursuing my future career as a Software Engineer.

High School | Dianella Secondary College

FEBRUARY 2015 – OCTOBER 2019

Year 12 Subjects included English, Career and Enterprises, Integrated Science, Mathematics. I was competent in all Certificates II Sport and Coaching and Business. I managed to keep on my grades between A's and B's.



EXPERIENCE

Customer Service | Dominos

SEPTEMBER 2020 – MARCH 2021

Warmly greeted new and returning customers and developed relationships resulting in customer loyalty.

Served meals to 50-100 customers per shift at a national chain restaurant.

Memorized over 30 menu items and rotating specials to give customized recommendations to guest.

Packing and serving out food and drinks to costumers.

Swiftly and successfully always resolved conflict resulting in customer satisfaction.

Team Member | Coles

June 6, 2021- September 21, 2021

Established a great relationship with my colleagues and made a strong bond.

Worked as a night filler for almost 4 months and counting.

Made sure I went above and beyond if a customer needed help regarding an inquiry.

Memorised majority of the aisles and where the products went.

Pick/Packer | SandVik Mining warehouse

December 3, 2021, Jan 17 2022

Took part in a mining warehouse job, got pick and pack items that were sent to other mining locations.

Expanded on my time management as well team-based scenarios. Furthermore it was a great opportunity to work in a warehouse.

Pick/Packer | DSI Underground mining warehouse

January 22- 2022, June 8, 2022

Expanded on my communication skills, also learned other skills along the way that were beneficial in the work filed.

Worked in a shared environment, also maintained comfort when working alone.

Made sure my work was to perfection and gave it 100% every day.



SKILLS

- Excellent attention to detail
- Computer literate in Word, Excel, PowerPoint and Publisher
- Excellent verbal communication skills - Fluent in Arabic
- Good team player
- Active listener
- Good time management
- Ability to value and use available resources
- Public speaking skills from school presentations



ACTIVITIES

Volunteering Work | Good Sammy's

DECEMBER 2018 – JANUARY 2021

Sorting and organizing donations.

Merchandising and displaying stock.

Completing point of sale transactions.

Using effective customer service techniques to secure sales and ensure continued customer support.

Ensuring adequate stock levels are maintained.

Participating in stock take and assist in re-ordering stock.



Training

- Certificate II in Sport Coaching and Certificate II in Business
- First Aid Certificate



INTERESTS

- Outdoor activities e.g. camping
- Playing basketball
- Singing and making music
- Hearing stories from the elderly
- Visual arts: Painting, Dancing
- Cooking
- Exercising



REFERENCES

Aldo
Shift Manager- Coles
Mobile:0427 581 849

Thelma Zhoya
Employer-Good Sammy's
Mobile: 0426 670 334

Yahya
Dominos -Manager
Mobile: 0450 168 076

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Supervisor -Sandvik
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DSI Underground -Supervisor
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