

Philippe Andre Cantrel

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PERSONAL SUMMARY

I'm a self-driven, hardworking and resourceful person looking for the opportunity of a change of pace in my work life. Over the years I've gained great interpersonal, phone and email etiquette, with ample experience in customer facing roles, engaging a broad spectrum of clients with high expectations. I'm very computer savvy with full knowledge of both Microsoft & Google's office suites along with experience in adapting quickly to the use of in-house software solutions for billing, booking, communication, staff and website management.

QUALIFICATIONS

2010 - 2011	QCE (Queensland Certificate of Education) Stanthorpe State High School
2015	Cert IV Small Business Management TAFE Brisbane
2020 (last renewed)	First Aid & CPR

WORK HISTORY

Granite Belt Wine & Tourism

November 2014 – June 2015

Position:	Web Development & Marketing Intern
Duties:	Website development & maintenance Social media management Media design using Photoshop & Indesign (posters, brochures, website & online advertising assets) Facebook advertising campaign consulting, creation and management. E-newsletter design, creation and distribution

Aquatic Achievers Paddington

January 2017 – Present

Positions & Duties:	
<i>Swim Instructor</i>	Deliver a 15-level learn to swim program to children aged 3 months to 12 years.
<i>Progress Advisor</i>	Open, set up and close the swim school. Oversee the progress of children and guide their development through the program. Communicate feedback to parents and find solutions to meet expectations. Manage teaching staff and assist with their teaching technique.
<i>Receptionist</i>	Greet and check in customers Answer all phone and email enquiries Manage new and existing customer bookings, payments, complaints, credits and cancellations Till on & off, process point of sale purchases

References:

Naomi Bush <i>Centre manager</i>	0413015981 naomi.bush@aquaticachievers.com.au
Monique Wallace <i>Senior Receptionist</i>	0400283946
