

CAREER OBJECTIVE

A bright, enthusiastic, and hardworking graduate with a Bachelor of Information Technology from Victoria University seeking a position in the Information Technology field. I can bring my enhanced ability in communication skills, customer service and eager to learn and further develop my career and can bring great value and dedication to the role to achieve organizational goals.

KEY STRENGTHS

- **Communication skills**
 - **Effective communication skills** developed through by daily face-to-face and via phone interaction with customers while working at C&C Chickens and communicating with lecture during my Bachelor's degree
 - Developed an excellent **writing skill** during my PY program and my bachelor's degree
- **Willingness to learn**
 - During my bachelor's and working at C&C Chickens I had learned several new things except from my roles and helped me to gain more ideas and skills
- **Customer service**
 - Developed a strong customer service relationship and handled queries in a professional and courteous manner while working at McDonald as a customer service
- **Attention to detail**
 - While working at C&C Chickens I create a list of the needed stocks, make a daily routine for other staffs and maintain a order details of every customers

EDUCATION

The ACS Professional Year Program - ICT

May 2021 - Present

QIBA, Sydney Campus

The Professional Year Program is a work readiness program designed to prepare university graduates for the professional workforce. Topics include business communication, workplace relations and practices, WH&S, professional networking, report writing and giving presentations.

Bachelor of Information Technology

July 2018 - March 2020

Victoria University Sydney

Key Achievements: Distinction on most of subjects

Key Subjects:

- Network Management
- Networking Technologies
- Virtualization In Computing
- Online Business System Development

Advanced Diploma of Information Technology

July 2016 – June 2018

Australian College Of Technology Sydney

Achievements: Completed all subjects on time with good scores.

WORK EXPERIENCE

Team leader/ factory hand C & C Chicken

March 2017-july 2022

- Supervising team, Food processing, writing down the orders from mails and taking orders from phone
- Communicating with customers about orders, product, and quality of foods
- Checking the quality of product received and dispatch orders
- Checking all machine is good for food preparation, Stock rotating
- Managing stocks, personal hygiene, use of power and non-power tools, Cleaning, and sanitizing

Crew member/Customer service McDonald Waterloo

July 2016-feb 2019

- Greet and received customers politely and professionally
- Took orders and put them on the systems
- Prepared and served orders
- Ran the drive-thru section smoothly during weekends
- Explained the various specials and promotional discounts to patrons entering the store

Console operator EG Canberra Gateway

Aug 2022-present

- Greet and received customers politely and professionally
- Explained the various specials and promotional discounts to patrons entering the store
- Resolved all customer issues to maintain high standard of customer satisfaction

Reference

Provided upon request