

Matthew Claus

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Mobile: XXXX XXX XXX

Seeking graduate-level opportunity in a management consultancy firm

Personable individual with proven time-management skills developed from ongoing casual employment while studying and undertaking internships and volunteer placements. Highly articulate individual able to work confidently with diverse cultures and situations in which cultural awareness and appreciation are integral. Strong academic background with above-average results. Invited to join Golden Key Honours Society. Knowledgeable and keen graduate with solid theoretical business understanding and a range of practical experience. Seeking an opportunity to start a professional career with the long-term aim of working as a management consultant.

Key Skills:

- ♣ ♣ Client engagement and support
- ♣ Report development
- ♣ Research
- ♣ Statistical analysis
- ♣ Business administration
- ♣ Proposal development
- ♣ Customer service
- ♣ Business development
- ♣ Records management
- ♣ Scheduling
- ♣ Change analysis
- ♣ Process development
- ♣ Policy analysis
- ♣ As Is & To Be process review
- ♣ Process re-engineering

Software Skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Firefox ~ SDSS

Education Monash University

2011 - 2013

Bachelor of Business (Commerce)

Academic Achievements

- • **2013:** Commendation: "Highest Academic Achievement" in Business Law
- • **2012:** Invited to join Golden Key Honours Society in recognition for maintaining above average results
- • **2011:** Commendation: "Highest Academic Achievement" in Statistics

Volunteer Placements

2011 - Current

Community Gardens volunteer, Melton

Volunteer Assistant

2010 - 2012

St Vincent De Paul

Fundraising Volunteer

Personal attributes

- } **Effective Communication Skills:** Articulate communicator with appreciation for different communication styles required when working with team members or customers.
- } **Honest and Reliable:** Strong morals and ethics ensuring honesty, reliability and ability to responsibly undertake tasks.
- } **Flexible:** Understanding of the need for flexibility in order to support last-minute demands and changes. Comfortable with changing environments and situations, ensuring ability to remain flexible and adaptable.
- } **Time Management:** Dedication to effective prioritisation and management of time by allocating tasks and recording activities in diaries and daily to-do lists.

Work experience placement

Smith management consultants - Intern January 2013 - March 2013

3-month internship with management consultancy firm supporting small businesses with guidance on business management and policy development.

Achievements and Contributions

- • **Client engagement:** Worked with clients and provided general support under direct supervision of Management Consultant. Managed client files and followed up key actions.
- • **Business Administration:** Assisted with general business administration tasks including responding to incoming enquiries and preparing proposals for clients.
- • **Report Development:** Prepared reports following customer site visits and meetings. Accurately reported outcome of meetings while identifying tasks and activities that required follow up by client or consultant.

- • **Research:** Undertook extensive research to develop an understanding of various legislation and regulations relevant to clients' requirements. Collated research into client files and firm's information library.
- • **Business Development:** Contributed to reviews of marketing opportunities for sourcing new clients. Provided recommendations, including increased social media interaction, which were received positively.
- **Process Development:** Documented key processes for customers to assist with developing solid understanding of their capabilities. Reviewed all activities and provided As Is process maps

employment history

ksmart 2011 - Current

customer service assistant & lay-by assistant

This casual position supported general customer service demands while also assisting in the processing of customer lay-bys and stock requests.

Achievements and Contributions

- • **Customer Service:** Provided customer service at registers, lay-by counter and on retail floor. Responded to all customer enquiries, providing support and guidance as required.
- • **Cash Management:** Ensured accurate management of all cash sales. Counted out all amounts of cash in front of customers to minimise conflict and ensure accurate reconciliation of daily sales.
- • **Stock Control:** Returned stock to floor and assisted in restocking of products as required. Supported visual merchandising standards while setting up new displays and rotating required stock.
- • **Transaction Processing:** Created customer records when processing lay-bys, stock movements and refunds. Ensured stock was allocated and all required information was accurately recorded.
- • **Sales Reconciliations:** Assisted shift supervisor in reconciling ad hoc and daily sales transactions. Provided support through re-checks while helping to resolve discrepancies.

professional Referees

Joanne Boyle

Manager

St Vincent De Paul Society

Phone XX XXXX XXXX

Carmen Smith

Customer Service Manager

KSmart

Phone: XX XXXX XXXX