

SIONE YERKOVICH

Student: L5 Diploma of Information Sciences & L6 Diploma of Software Development

PERSONAL STATEMENT

A dedicated individual with 7+ years of experience in sales and customer service Auckland wide. I am an extremely diligent, ethical and hard-working character, aiming to utilize my knowledge and skillset to its greatest potential.

As I am currently studying I am searching for employment to sharpen my tools.

KNOWLEDGE & SKILLSET

SEPTEMBER 2019 - NOVEMBER 2023
RAY WHITE NZ, LICENSEE SALESPERSON

CLIENT & CUSTOMER END GOALS

- ◇ Assess and guide clients based on their needs to achieve a premium outcome. Providing up-to-date knowledge of market trends and industry nuances; ensuring a safe and seamless journey.
- ◇ Navigate and comprehend a plethora of client challenges, whilst providing solutions to negate any potential impact on the end-goal.

COMMUNICATION & INTERPERSONAL SKILLS

- ◇ Effectively communicate between multiple groups and individuals. Interpret and relay sensitive information required to assist clients in making informed decisions.
- ◇ Communicating efficiently with multiple third-party organisations to ensure proper execution and timing of client campaigns.
- ◇ Understanding of cultural significance including appropriate navigation. Awareness of multi-cultural environments and various backgrounds.

PROJECT MANAGEMENT & ORGANISATIONAL SKILLS

- ◇ Manage advertising campaigns from start to finish. Diligence in arranging time sensitive activities to ensure a strict deadline is adhered to. Planning course of action based on specific needs.
- ◇ Work effectively with other employees to guarantee a "same page" process. Discuss systems, implementation and execution to maximise success rates.

PROBLEM SOLVING & NEGOTIATION

- ◇ Hyper awareness of body language and verbal signs, while demonstrating empathy when necessary. De-escalation of emotionally stressful situations.
- ◇ Reflect and consider possible outcomes and advising clients on appropriate course of action. Critical thinking in high pressure environments without compromising composure.
- ◇ Apply logical thinking to complex scenarios. Providing clients with information and advice from other specialist fields to mitigate loss.
- ◇ Experience in negotiation tactics & methodology.

OCTOBER 2016 - SEPTEMBER 2019
THE ZOOKEEPERS SON, SUPERVISOR

TEAM LEADERSHIP

- ◇ Directing a team of 5+ staff to work in fluidity. Providing extra help to struggling staff while upholding a professional manner.
- ◇ Communicating around the clock with staff ensuring the highest quality of service for customers; to achieve a high level of customer satisfaction.

INTERPERSONAL SKILLS

- ◇ Manage and communicate with event groups of 100+ and individuals alike. Apply listening skills so the customer receives the appropriate experience.
- ◇ Understand and provide service to people of all circumstances (Elderly, Disabled, Hard of hearing etc.). Doing so using Integrity, Honesty & Respect.
- ◇ Thorough understanding of cultural and personal backgrounds. Showing respect during traditional events and arrangements.

EVENT MANAGEMENT & ORGANISATION

- ◇ Organising large scale events of up to 120 people. Liaising with staff to assign roles, responsibilities and system checks. Uphold communication standards with event customer.
- ◇ Training staff for various tasks and troubleshooting. Carrying out regular inventory management and forward to appropriate parties.

RESPONSIBILITY & PROBLEM SOLVING

- ◇ Ensure customer care and staff safety at all times. Manage complaints or grievances with conflict resolution or providing solutions. Exercising best practice and mutual agreement.
- ◇ Provide a safe and comforting environment for staff and customers. Offer transparency and trust towards others especially for problems that arise.