**Cheyenne Gates**

**Gold Coast, Australia  
T: 0417 759 068 E:cheyennegates@outlook.com**   
 **Software**  
- Microsoft Office Suite  
- Avaya  
- CRMs  
  
**Skills**  
- Customer service  
- High level of communication  
- Presentation skills  
- Detailed overview of administration workloads  
- Managing deadlines and KPI’s

**Education:**- Diploma of Specialist Make Up Services (The Academy of Make Up – Brisbane)

- Cert 4 in Business Administration

- High School Diploma (Graduated Nerang High School 2013)

**References**   
- **David McCurdy** (Supervisor at Sykes Australia)  
0402 795 606  
- **Fran Golds** (Manager of The Body Shop)  
0411 184 220

**Objective Statement:**  
I am self-motivated and push myself in a professional manner to succeed. I enjoy learning new skills and stepping outside of my comfort zone. I work well in fast paced environments and understand the importance of meeting & exceeding customer and client expectations.

**Employment History:**   
**Sykes Australia (Varsity Lakes March 2018 – Present)   
Customer Service Rep. for St George Bank and BT Super**

Always kept a 95% average of KPI’s

Processed 80-100 calls per day whilst simultaneously conducting banking administration

Trained and developed new staff on current software systems, processes and product knowledge

Handling credit, debit and travel card enquires   
Complaint management and de-escalations  
Assisting customers with internet banking issues, superannuation questions, fraudulent activity, and interest payment enquiries

**Yves Saint Laurent, David Jones (2016 – 2018) / Counter Manager and Makeup Artist**  
Conducting weekly stock take  
Uphold 80% of all sales made  
Generated repeat business through exceptional customer service and by building client rapport

Hit weekly sales targets ranging form $4000-$5000

Maintained knowledge of current sales and promotions etc  
  
**The Body Shop, Helensvale (2012 – 2016)**   
Serving customers  
Educating customers on our products/services  
Managing customer complaints   
Cash handling and electronic payments   
**Monash IVF clinic, Southport (2011-2012)**Completed Cert. 4 in Business Administration  
Taking payments for patients  
Organising patients files  
Greeting patients  
Handling confidential information   
General housekeeping in office