**Troydon Luicien**

Phone: +61424384816

Email: [tluicien@yahoo.co.nz](mailto:tluicien@yahoo.co.nz)

**OBJECTIVE**

To advance my role in an industry where I can transfer my skills and learn new skills from. I have experience working in customer service and technical support based role for mobile phone, in a call center and have also worked in a retail store which have given me the skills necessary to do well.

**KEY SKILLS**

* Programming/Scripting Languages Basic: HTML5, CSS, Javascript, C#, Java
* Basic Microsoft Word, Excel, PowerPoint
* Communication skills
* Excellent team worker and individual worker
* Well organized and disciplined
* Decision Making
* Time management
* Excellent work ethic

**WORK HISTORY**

**Woolworths Mobile April 2017 - July 2018(current)**

Customer Service Representative (42001051)

CONTACT CENTRE SUPPORT OFFICE (0000008678)

* Taking inbound calls to provide customer support regarding mobile network troubleshooting, general handset troubleshooting
* Selling Mobile phone plans
* Liaising with transport team regarding handset deliveries
* Liaising with IT team regarding advanced technical support
* General Administration tasks regarding mobile services
* Training agents with Woolworths mobile inbound role

**Woolworths Car Insurance January 2017 – April 2017**

Sales Agent

* Taking inbound calls selling car insurance
* Providing customer support where necessary

**Brand Developers November 2016 – January 2017**

Sales Consultant

* Taking inbound/outbound calls for sales enquiries
* Assisting customers on the phone

**New World**

Grocery Assistant **January 2016**

* Stocking shop floor with groceries
* Helping customers with queries

**Vision Australia January 2015; Temporary Assignment**

Sales

* Door to door sales

**EDUCATION**

**TAFE 2018 - (present)**

* Certificate in Information and Communication Technology(Programming)

**Fitlink 2016(completed)**

* Certificate in Personal Training IV

**Auckland University of Technology 2010-2014**

* Certificate in Business (completed)
* Bachelor of Engineering Technology(Mechanical)papers)
* Certificate in Computer and Mathematical Sciences (completed) (Engineering Pathway Physics A, Physics B, Introduction Academic Writing, Academic Literacies)

**Rosmini College 2009**

* NCEA Level 3

**REFERENCES**

|  |  |
| --- | --- |
| Woolworths Mobile (AUS) | New World (NZ) |
| Stephanie Coelho | Michael |
| 0424661688  scoelho@live.com  Team Leader | 094451217\*760  Assistant Store Manager |
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