

# HASHER MARTIN

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## KEY QUALITIES

- Exemplifies leadership qualities and professionalism.
- More than 15 years of management experience.
- Extensive background in customer-oriented service, operations, and business development, including sales.
- Excellent communication skills; maintain positive relations with staff and customers in high-volume
- The ability to work in a fast-paced environment with ease.
- Proven ability to manage and implement change in the workplace.
- Practices various coaching methods with successful outcomes.
- Fluent in with Microsoft Office, Total View, Siebel, Cognos, Layout and creation of Webpages.

## SKILLS

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|--|---|
| • Management, Supervision  | • Driving performance whilst maintaining engagement amongst staff |
| • Training and development   | • Managing HR Matters – For teams                                 |
| • Fluent in Corporate Processes & Policies                                     | • People Management   |
| • Maximizing staff performance   | • Analytical - Results vs. Behaviours                             |
| • Change Management  | • Behavioral coaching using GROW Model & SMART Principles         |
| • Customer Service – Managing End to End Customer Experience                   |   |
| • Customer Complaint prevention and Pre ombudsman complaints resolution expert |   |

## EXPERIENCE

01/2018 to Current

### **Disability Carer**

Directions Disability Services – Perth, WA

- Recorded and documented clients' information in daily progress notes
- Provided rehabilitation techniques in daily living skills to help return patient to prior level of functional ability
- Created safe and positive living situations for clients by communicating with family and other staff about concerns or challenges.
- Implement and participate in the creation of tailored care plans aimed at helping people with disabilities achieve their individual goals
- Followed care plan and directions to administer medications.
- Monitored vital signs and medication use, documenting variances and concerning responses.
- Aided with mobility and independence for disabled individuals and continually monitored safety.
- Counsel disabled individuals psychologically in order to bring about positive attitudes, encourage good behavior and ward off any signs of depression
- Implement behavior interventions and support programs as well as develop partnerships with community groups
- Assist with and encourage any physical and mental exercises and engage clients in community access activities.

12/2018 to Current

### **Contractor – Customer Service Auditor**

Perth, WA

- Worked with over 60 different companies to help retail businesses improve their customer service
- Reported findings to supervisor to be used in store improvements
- Inspected customer service, graded stores on appearance, cleanliness, store stock was well maintained
- Evaluating websites and providing feedback written & audio recorded
- Audit Retail sites against corporate recommendations
- Call evaluations (Customer Metrics & Business policies)

- Customer interactions evaluations (Customer Metrics & Business policies)
- Delivering recommended coaching methods
- Providing written feedback to stakeholders
- Business Mentoring

07/2006 to 07/2018 **Branch Manager/Customer Service Manager**

Bankwest

- Team building and team motivational skills
- Supervisory skills and team performance management
- Problem solving skills
- Logical and developed written and verbal communication skills
- Profit and Loss balance sheets
- Coaching/mentoring staff to achieve sales/compliance goals
- Facilitated new hire onboarding by scheduling training initiatives, resolving issues and processing paperwork
- Identified vacancies in staff, supported recruiting process and interviewed prospective personnel.
- Improved operational efficiencies by creating filing systems to maintain confidential employee documents and reports.
- Supervised and coordinated activities of human resources staff, delegating tasks relating to employment, compensation and employee relations.
- Strengthened and enhanced processes for managing complaints by leading thorough investigations into incidents and concerns.
- Reduced accidents in workplace by implementing safety policies and procedures.
- Established measures to promote diversity and drive equal access to opportunity and advancement.
- Conducted research to maintain up-to-date knowledge of relevant legislation and regulations and promote compliance with requirements.

- Launched wellness plans to reduce stress, boost morale and increase productivity.
- Highly proficiency in computer applications such as Microsoft, Word, Excel, Project, Publisher, PowerPoint, Microsoft Access and FrontPage
- Proficient in using MAC computers and products

03/2005 to 06/2006

### **Financial Solutions/Sales Consultant**

Bankwest

- General administration duties
- Installation and assembling of computer software, Attained During Period in Role
- Acting as a Bank teller and attend to customer care solutions
- Liaising with existing and potential customers and introducing and marketing of the bank's various products
- Explaining the features of each of the bank's financial products and recommending suitable financial products to customers
- Processing of secured and unsecured personal loans and credit card applications, disbursing loans and performing credit checks
- Looking after and assist in managing the day-to-day running of branch
- Balancing office accounts – general ledger
- Handling escalated complaints
- Assisting customers both in person and over the phone – deposits, withdrawals, cheque negotiations, foreign transactions
- Was appointed teller one role in July, which meant being in charge of treasury
- Providing information to new and temporary staff regarding policy and procedures with regards to compliance

## **EXTRA CURRICULAR ACTIVITIES**

02/2020 to Current

### **Volunteer**

Melville Cares – Perth, WA

- Assisted with facilities maintenance, basic cleaning and trash removal.
- Helped with prep, set up, and breakdown of community and public events.
- Adept at meal preparation assisting in the maintenance of a household and developing a strong rapport with a client

- Specializes in elderly and special needs patients

01/2020 to Current **Volunteer**

St John of God – Murdoch, WA

- Carried messages or documents between departments
- Cleaned equipment, such as wheelchairs, hospital beds, or portable medical equipment, documenting needed repairs or maintenance
- Stocked utility rooms, non-medical storage rooms
- Transported patients to treatment units, or other areas using wheelchairs
- Communicated with the patients and make sure all their needs have been met

## CERTIFICATIONS

- First Aid trained
- FSRA accredited

## ACCOMPLISHMENTS

Awarded top honors for the Bankwest Peugeot competition where I took out first place in Australia for Top Bankwest People Leader.

Awarded the overall prize for the top Bankwest People Leader in Western Australia.

## EDUCATION AND TRAINING

12/2022 Bachelor of Biomedical Science (P/T) Online  
University of Notre Dame

## REFERENCES

Upon Request