

Amelia Davis

43 Starboard Way
Werribee South VIC 3030
T: 0451 127 122
E: miadavis271@gmail.com

To whom it may concern,

I wish to apply for a position at (business name). With significant experience in customer service and event based hospitality, I take strong pride in delivering upon customer expectations in a friendly and positive way. I thrive in busy and challenging environments where I can use my problem-solving and organisational skills to provide great outcomes for customers that are accurate and timely. My strong abilities in communication, teamwork and time management enable me to create positive relationships with customers, colleagues and stakeholders at all levels of an organisation.

Over the years I have worked in multiple forms of customer service. This includes hospitality, retail, events and even a short term in a call centre previously. Through this I have furthered my skills and knowledge as a customer service representative. Enabling myself to become more flexible in the diversity of tasks I will be able to undertake at any establishment.

The foundation of my customer service experience comes from working for the Adelaide Entertainment Centre for a number of years, delivering customer service for diverse events and groups, varying in size and nature. This role had me interacting with customers on a very frequent basis. I regularly assisted in coordinating events, including set-up, customer service catering and clean up.

Please don't hesitate to contact me via phone or email to arrange a time at your convenience. Attached is my resume which further details my skills, abilities and knowledge transferable to this role. Thank you for consideration and I look forward to hearing from you.

Yours sincerely,

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CAREER SUMMARY

A strong background in customer service, I pride myself on my abilities to deliver upon customer needs in a timely and accurate fashion. With a positive attitude and friendly personality, I thrive on providing customers with a service that is memorable. A great communicator, my strong interpersonal skills enable me to build solid relationships with customers, colleagues and other stakeholders. I'm now seeking a role in which I can utilise and build upon my skills and abilities to further progress my career in customer service.

KEY ATTRIBUTES

- Excellent verbal and written communication skills with a wide variety of customers
- Able to collaborate and work successfully as a member of a team or unsupervised
- Attention to detail, ensuring a high level of accuracy in my work and services I provide to customers
- Resourceful problem solver and quick learner
- Experience in providing leadership and managing others
- Reliable, punctual and diligent
- Efficient at multitasking
- Organisational skills

PRODUCT KNOWLEDGE AREAS

- Extensive knowledge of video games
- High understanding of computers and their specifications / hardware

WORK EXPERIENCE

Event Labourer

Moreton Hire

September 2019 – May 2020

In this role I have been a part of expo/event based stand and custom builds. Essentially the bump in and out of major shows. I have also assisted in multiple marquee tent builds that ranged from the Melbourne University Graduations, Polo in the City and more.

- Communicating with exhibitors
 - Great teamwork skills/environment
 - Building/Dismantling marquee tents
 - Regularly lifting 25kg
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Retail Merchandiser/Sales Rep

Retail Tasker

Apr 2019 - Present

In this role I continuously use my communication skills to effectively coordinate promotions, product displays and more with relative managers of Woolworths, IGA and Coles. It also has me managing my time throughout the week as this role enables me to work when I desire to complete set tasks within the retail week

- Communicating with managers
 - Checking stock
 - Handling orders
 - Time management skills
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Art Gallery Assistant

Rone Empire Exhibition

Feb 2019 – Apr 2019

In this role I applied my effective customer service skills as a guide and source of information to patrons of all ages. I would regularly answer questions about the history of the establishment, the artist himself and the exhibition as a whole. In doing so I was able to enhance the experience of all guests.

- Communicating with people of all ages and multiple ethnicities
 - Engaging with guests to enhance their experience
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Customer Service Provider/Hospitality Professional

Sidekicker

Jan 2019 - Present

In this role I perform as a casual/event based worker. I apply for and work along a multitude of events. All from weddings to wide scale events, and even all the way to being an art gallery assistant. All jobs require me to demonstrate my vast experience in customer service in all forms

- Providing feedback and recommendations to patrons
 - Interacting directly with customers as a guide to assist at events
 - Communicating directly with influential parties, such as, media, bridal parties and more
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**Customer Service Officer,
Medical Visa Services**

In this role I worked within a high-volume call centre environment. A challenging role, I liaised with a diverse customer base to provide sensitive and complicated information.

BUPA

Jan 2018 – June 2018

- Providing quality customer service to a diverse customer base, particularly with migrant customers with English as a second language
- Responding to on average 60-100 inbound phone calls and emails per day in alignment with BUPA key performance indicators
- Organising and booking medical appointments for customers
- Handling complicated and sensitive matters in timely and accurate manner
- Understanding and applying the principles of BUPA's privacy policy when dealing with customers and their representative

Event Staff Member

I worked across a number of roles to coordinate services provided by the AEC to customers, including the general public, corporate and private groups.

Adelaide Entertainment
Centre (AEC)

Feb 2015 – Sep 2017

- Providing excellent customer service
- Bar management, including supervision of others
- Responsible service of alcohol to patrons
- Providing catering, cleaning, event set-up, and ushering services for public, private and corporate events
- Coordinating merchandise sales

Labourer

Cork Supply

June 2015 – Mar 2017

- Understanding and applying organisational procedure practices to appropriately manufacture materials
- Undertaking physical labour and heavy lifting
- Worked cohesively in a team
- Understanding and applying required level of chemicals to enable corks to stay in wine bottle effectively.
- Applying brands/prints on corks

Security Officer

Contracted to Various
Security Companies

Sep 2013 – June 2015

- Used strong conflict and negotiation skills to diffuse conflict
- Conducted security patrols
- Engaged awareness and attention to detail abilities to monitor situations and environments
- Ensured safety and wellbeing of patrons

Nightfill

Drake's Foodland, Royal Park

Feb 2013 – Sep 2013

- Providing assistance to and interacting with customers
- Packing of shelves to ensure products were appropriately stocked
- Coordinating stock takes
- Replenishment of stock

Labourer

Speedy Over Sticking
(S.O.S)

- Cleaning wine bottles in preparation for labels
- Placing medal labels on wine bottles
- Being careful and mindful of valuable merchandise

July 2011 – Sep 2013

REFERENCES**David Eade**

Supervisor

Moreton Hire

david@piq.com.au

0412 414 387

Ryan Vincent

Operations Manager

Retail Tasker

ryan@retailtasker.com.au

0488 043 805

Benjamin Seow

Trainer/Assessor

Complete Hospitality Training

benjamin@chtmelbourne.com.au

0478 666 388

Angela Miller

Human Resources Officer

Adelaide Entertainment Centre

(08) 8210 6768