### Nathaniel Aliti Auzu

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##### Retail & Customer Focused Operations

**Retail Operations | Customer Service & Retention | Problem Solving Orientation**

Dedicated and results-oriented professional with career history in retail, sales, and customer focused operations. Extensive experience in diverse industries utilizing effective communications for greeting customers, answering inquiries, making service recommendations, and solving complaints. Well versed in identifying areas of improvement and opportunities to advance sales, drive customer satisfaction, and exceed operational objectives. Outstanding communication and time-management skills; strong professional work ethic and well respected by management and customers. **Areas of Emphasis include**:

|  |  |  |
| --- | --- | --- |
| * Sales Planning & Development * Financial Oversight * Retail Policy & Processes * Customer Relationships | * Pro-active Customer Service * Competitive Intelligence * New Business Development * Visual Merchandising | * Process Improvements * Analytical Problem Solver * Key Listening Skills * Leadership & Team Development |

# Education & Credentials

**Graduate, Western Australian Certificate of Education (WACE) |** Hampton Senior High school, 2017

Certificate II/III Business, 2017

Smart Move Certificate, 2016

Vetis Student Induction Certificate, 2016

First Aid Certificate, 2014

# Professional Experience

**Greeter** (04/2019 to 01/2020)

Best and Less – North Territory, Alice Springs

Greet customers when entering and directed them to specific departments. Anticipate needs of the customer and assisted with sales, needs, and inquires. Support the client experience by consistently elevating the level of service. Assist advisors working with clients by retrieving merchandise or other needs from back of house. Possess a thorough knowledge of company policies related to Customer Service.

* Assisted physically challenged customers with motorized carts and bringing purchases to their cars.
* Provided an elevated customer experience to generate loyal clientele.

**Pick Packer** (04/2019 to 01/2020)

Kmart – North Territory, Alice Springs

Checked picked orders, selected proper box size, packed, and restocked products in store. Assisted in reorganization of products in warehouse when necessary. Handled products with care to minimize damage during packaging process. Performed other job related tasks as specified and assigned by the overhead person.

* Supervised receiving, storing, issuing and shipping of equipment, supplies and related items
* Ensured proper rotation of stock; conducted stock room maintenance.

**Sales Executive** (03/2018 to 04/2019)

Apex Alliance – Simply Energy

Performed diverse processes to develop customer accounts while maximizing sales and services; delivered strategic thinking to achieve optimal customer experience, answered questions about products, and assisted in purchasing decisions.

* Provided comprehensive follow through in resolving customer issues, and tailor resolutions to meet customer needs.
* Achieved extraordinary market share and revenue results through ability to sell top line specialty services to diverse business customers.

**Team Member** (12/2017 to 03/2018)

McDonalds,Ashfield, WA

Delivered outstanding customer service and sales within the fast-paced environment, consistent commended for excellence customer service based on feedback from customers and management.

* Executed day-to-day operations, assisted in inventory control of all products and ensured all proper food sanitation procedures.
* Minimized loss and misuse of equipment through proper training and ensured all food quality and service standards were consistently met.

# Associations

**Captain, Greyhounds United U/18 Team**: Delivered outstanding leadership and communications to lead team to multiple victories.

**References available upon request**