

## Professional Summary

Results-driven construction expert with over 15 years of experience in building, renovation, and project management. Proven track record of delivering high-quality projects on time and exceeding customer expectations. Skilled in leading cross-functional teams and driving business growth through innovative strategies.

## Professional Experience

### Executive Director - Building & Construction (BC09)

Inazuma.co | January 2018 - Present

### Founder & Managing Director

Austbuilding Construction and Renovation Pty Ltd | January 2010 - December 2017

#### **Key Achievements:**

- Grew the company from a startup to a multi-million-dollar business
- Developed and executed a customer service strategy, resulting in a 95% client retention rate

#### **Responsibilities:**

- Oversaw all aspects of the business, including project management, finance, and HR
- Led a team of project managers, architects, and construction staff

### Senior Project Manager

Sydney Builders Inc. | January 2008 - December 2009

#### **Key Achievements:**

- Successfully managed a team of 20 staff, delivering projects 10% under budget and 5% ahead of schedule
- Improved customer satisfaction ratings by 20% through proactive issue resolution

#### **Responsibilities:**

- Managed large-scale construction projects from initiation to completion
- Coordinated with architects, engineers, and contractors to ensure project deliverables

### Project Manager

Melbourne Construction Co. | January 2005 - December 2007

#### **Key Achievements:**

- Consistently delivered projects on time, with a 0% defect rate
- Developed and implemented a quality control process, resulting in a 15% reduction in defects

**Responsibilities:**

- Managed small to medium-sized construction projects
- Collaborated with clients to understand project requirements and preferences

## Education

**Bachelor of Science in Construction Management**  
University of New South Wales | December 2004

## Technical Skills

**Project Management:**

- Agile
- Scrum
- Waterfall
- MS Project
- Asana

**Customer Service:**

- Customer Relationship Management (CRM)
- Conflict Resolution
- Communication

**Renovation & Construction:**

- Building Codes & Regulations
- Construction Methods
- Material Selection
- AutoCAD