**Curriculum Vitae** **Casey Viney**

177 Belgrave-Hallam Road

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**EDUCATION DETAILS**

**Secondary Education**

Gleneagles Secondary College, Endeavour Hills

Retail and Business Management

Frontline Management Program

Diploma Management (HR) & Diploma Business Admin

**INDUSTRY RELEVANT EXPERIENCE**

**MICHAEL HILL JEWELLER** **(Feb 2007 – Current)**

**Sales Professional/Team Leader**

Responsibilities:

* Satisfying weekly, monthly and yearly sales targets, including sub-elements (such as gross profit targets and items per sale targets).
* Organising and co-ordinating daily team meetings. Including setting daily targets and tasks for staff members within store.
* Organising and arranging 4 week rotational rosters for all staff to suit the company and individual’s needs.
* Providing the team with performance evaluations, including mentoring underperforming staff members and, if necessary, providing additional on-the-job training in sales and service standards.
* Assist customers develop jewellery designs, including liaise with jewellers and wholesalers.
* Developing low cost and unique methods of attracting customers into store and generating business generally.
* Participation in management conference calls for the Vic-East region regarding store performance, target setting, and roll out of company initiatives.
* Responding too and dealing with customer complaints and concerns.
* Assisting with interviews for potential employees.
* Building close relationships with international suppliers and store, for the purpose of meeting customer orders and special requirements.
* Closely working with our head office department, including HR and manufacturing to ensure staff efficiency and productivity.

**Achievements / Awards**

* Diamond Council of America (Qualified Diamond Specialist)
* Product knowledge and stock management (Rating A)
* 7 Gold Club Awards ($600+ in personal sales per annum)
* Reached a company record for achieving the highest amount in sales for 2010 within the financial year
* Fountain Gate became the first store in Australia to hit in excess of a million dollar in sales for one month

**FOOTLOCKER (2003 – 2006)**

**Sales Management**

* Working with part of the team to achieve weekly sales targets
* Ordering and monitoring merchandise levels
* Selling merchandise
* Retail/sales management training

**OTHER EXPERIENCE**

**Australia Post (Dec 2004)**

**Christmas Casual**

Responsibilities:

* Reviewing and sorting mail
* Filling and data entry
* Training / Assisting HR Manager with daily tasks

**Extra-Curricular Activities**

* Reading current awareness material within the jewellery industry
* Attending Management functions and industry events
* Keeping fit and enjoy spending time with my dog

**Referees**

Refereed to be provided upon request