

Mostafa Massalkhi

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D.O.B 26/03/1986

Education

- **2003** Brunswick Secondary College
Brunswick, Victoria
Victorian Certificate of Education (VCE)
- **2010-2013** Swinburne University of Technology
Lilydale, Victoria (OUA)
B Behavioural Studies (Psychological Studies)
- **2020-2021** Deakin University
Burwood, Victoria (Cloud)
Master of Human Nutrition
- **2022-2023** Coder Academy
Diploma of Information Technology
(Web Development)

Employment History

- **2021**
Health Services Representative/Team Leader
St John Ambulance NSW
Sydney, NSW

At St John Ambulance I managed and maintained correspondence for patients, health care professionals, clients, and internal stakeholders; including data entry, uploading sensitive documents to the management system, filing and archiving. I used this opportunity to further my administrative skills to ensure maintenance of relevant data to strict protocols, as well as engaging in general customer-facing reception duties.

- **2009-2019**
Consultant/Trainer, Retail Management

Lush Australasia Pty Ltd.
Canberra, ACT
Melbourne, VIC
Sydney, NSW

I used this opportunity to expand on my customer-facing skills. I gained valuable skill in customer service, acted as Manager on Duty regularly and was responsible for training other employees in Canberra, Melbourne and Sydney locations. While managing the retail team, I gained extensive and valuable training in stock management and record keeping and data management, ensuring consistency, reliability and information integrity.

- **2016-2017**
Educator
Blyth Street Early Learning Centre
Melbourne, VIC

As an educator at Blyth Street ELC, I worked within my capacity as a behavioural science graduate with children at kindergarten level. I was able to work with parents and educational leaders in the early learning industry while honing my skills in client relations and how to effectively and compassionately deliver good and bad news without damaging the client-provider relationship.

- **2007-2009**
Sleep Disorder Technician
Life Friendly Pty Ltd.
Bankstown, NSW

While employed as a sleep disorder technician I acted as liaison between my employer and the clients and assisted in preparing them physically and psychologically for the procedure. I was responsible for monitoring electrocardiogram and electroencephalogram data as it was processed. I logged data and supervised the procedure on up to six patients simultaneously.

Skills

- High level customer service skills; able to build rapport with clients quickly and effectively in order to ascertain and meet their needs. Highly experienced in a consultative role, able to create an intimate and individualised experience for each client.
- High levels of computer skills, including utilisation of the Windows office suite as well as working on both Windows and Mac systems.
- High levels of research skills using academic Internet databases, including the effective location and retrieval of peer-reviewed material, as well as refined

social research skills locating information within the public domain and also within social media.

- High levels of written and oral communication and advocacy skills, bilingual in English and Arabic. Intermediate Spanish speaking and comprehension skills.

References

- Sheila Serrano
Head Nurse
Sonic Healthcare
0416098531
- Sandra Ukalovic
Manager
Lush Australasia
0422525213
- Samantha Fernandez
Educational Leader
Blyth Street ELC
0403558729

Further references available upon request.