

# BEN CHRISTOPHER

 Sunshine Coast QLD, Australia

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 <https://ben-christopher.com>



## PROFESSIONAL SUMMARY

Highly motivated and hardworking employee able to work in a fast-paced and challenging environment. Possess great IT expertise for my age, well-developed communication skills, and essential ability to perform well in a team. Strong customer service focus, with the ability to communicate with highly technical management teams. Seeking to leverage my ability to plan, operate, multitask, organize, coordinate, and implement practices and techniques to bring significant improvement processes towards the successful attainment of my goals.

## CORE COMPETENCIES

- Customer Service Oriented
- Patience & Resilience
- Networking Systems & Protocols
- Technical Support
- Administration & Management Skills
- Configuration & Troubleshooting
- Directory Administration
- Critical Thinking
- People & Project Management
- Excellent Client Service
- Flexibility & Adaptability
- Excellent Time Management
- Training & Professional Development
- Verbal & Written Communication
- Attention to Details

## INTEREST

- Computers
- Spending time with friends
- Photography

## PROFESSIONAL EXPERIENCE

### Work Experience

MAR 2021 – PRESENT

#### Amigo Technology

##### Key Responsibilities and Achievements:

- Partaking in various information technology projects.
- Diagnosing and resolving computer issues both physical and virtual.
- Monitoring and responding quickly and effectively to requests received through the IT helpdesk.
- Documenting internal procedures and assisting with onboarding.
- Creating and configuring networks + physical setup of devices, (routers, etc.)

### Stock Manager / Team Leader

OCT 2020 – PRESENT

#### Pillowtalk

##### Key Responsibilities and Achievements:

- Responsible for stock management functions, such as adjustments, discrepancies, scanning & counting, in addition to supervisory duties.
- Delivering friendly and informative assistance to sales associates and managers that encourage best practices in team communication, project planning, operational excellence, and teamwork.
- Providing daily direction and communication to employees so that customer service issues are answered in a timely, efficient and knowledgeable manner.
- Creating and maintaining a high-quality work environment so team members are motivated to perform at their highest level.

### Event Staff/Bar Worker

AUG 2020 – SEP 2020

#### Streetside Markets

##### Key Responsibilities and Achievements:

- Assisted in all aspects of event day preparation and execution.
- Demonstrated an understanding of the policies, procedures and regulations of different venues, facilities and events.
- Operated the till and taking cash. Took customer queries over the phone.
- Served customers from behind the bar, offering advice on drinks.
- Interacted with customers include a smile and use of a natural speaking voice, including natural inflection and a friendly tone.

### Kitchen Staff/Bartender

JUN 2019 – FEB 2020

#### Bertonis Pizza & Pasta

##### Key Responsibilities and Achievements:

- Maintained a constant awareness of bartending practices and process improvements for the establishment.
- Maintained bar's stocks of supplies including spirits, beer, ice, mixers (juice, soda, bitters, garnishes, etc.), supplies (straws, napkins, etc.)
- Maintained bar cleanliness for spills, food debris, used dishes, glassware, and utensils, and miscellaneous trash.
- Assisted bartenders with service of customers in a fast-paced environment.
- Effectively and efficiently prepared food to-order on pizza, hoagie, and salad lines.

## EXPERIENCE (CONTINUED)

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### Labourer

JAN 2019 – APR 2019

Chris Ford (Builder)

#### Key Responsibilities and Achievements:

- Completed tear-down of existing structures and prepared for new construction.
- Performed tasks involving physical labor at building and heavy construction projects.
- Ability to lift heavy objects, walk and stand for long periods of time and perform strenuous physical labor under adverse field conditions.
- Performed tasks involving physical labor at building, highway, and heavy construction projects, tunnel and shaft excavations, and demolition sites.
- Monitored inventory and reported supply needs for each construction job or project.

### Customer Service, Till Operation & Cleaning

JUL 2017 – DEC 2018

Gelatissimo

#### Key Responsibilities and Achievements:

- Served customers, operating the till & assisting with opening and closing the store.
- Ensured a superior customer experience by addressing customer concerns, demonstrating empathy and resolving.
- Developed reputation as an efficient service provider with high levels of accuracy.
- Greeted customers entering the store and acknowledged the customers wants and needs.
- Ensured customer satisfaction by assisting with order selection and completion.
- Completed store closing duties to include proper food storage, cleaning, and security detail.

### Store Worker

2017 – 2017

Coles

#### Key Responsibilities and Achievements:

- Completed a week of full-time work experience, undertaking tasks such as shelf stacking, cleaning, stock taking & maintenance.
- Effectively communicated with customers providing information regarding the value and quality of products.
- Proficient in balancing the needs of multiple customers simultaneously in a fast-paced retail environment.

### Kitchen Hand

2016 – 2017

Gustos

#### Key Responsibilities and Achievements:

- Performed various kitchen tasks, including food preparation, sanitation of all kitchen equipment, and ensured the kitchen was compliant with Safe Serve standards.
- Performed inventory checks for the Chef for ordering and stocking all kitchen equipment and food products alike.
- Prepared all garnishments, proper glassware, and bar service essentials for the evening.
- Ordered and maintained ample inventory for all beer, wine, and spirits.

## TAFE QUALIFICATION

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### Diploma of Information Technology Networking

COMPLETED

## EDUCATION

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### CTA Training

2019 – PRESENT

Responsible Service of Alcohol

### Manual Driving License & Boat + Jet ski License

2018 – PRESENT

Queensland Government

### Cert 1 in Information, Digital Media and Technology

2018 – PRESENT

Sunshine Beach State High

### Certificate of Education

2014 – 2018

Sunshine Beach State High

## SOFTWARE & TECHNICAL SKILLS

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- **Microsoft Office Suite:** Word, Excel, PowerPoint, and Outlook etc.
- **Operating System:** macOS, Windows, IOS, and Android.
- **Google Applications:** Gmail, Sheet, Doc, etc

## REFERENCES

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Hi team!

I am very excited to announce that Ben Christopher has recently moved into the position of Team Leader, with a predominant focus on Stock & Inventory at our Noosa store. Ben commenced in his new role yesterday 24<sup>th</sup> May.

Ben has been a true achiever in working alongside the Noosa team for the past 6 months, on the sales floor & most definitely has taken a strong interest in inventory. Ben has excelled & contributed greatly to supporting the Noosa Store in reaching budgets & keeping a high volume of stock under control. Ben has done an exceptional job so far & is ready to make even more of a difference going forward.

**Sara Sisley**

Owner - Streetside Market  
0433821964

**Cheryl Pattison**

Community Development Officer  
0402 276 002

**Mikayla Barwicki**

Bertonis Pizza & Pasta Supervisor  
0412342299