

# TOBY WALMSLEY

## ABOUT ME

I am a computer nerd who is happiest when learning about computers and ICT hardware, teaching others about computers, building, fixing, programming, and generally just being around computers.

Nationality: Australian

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## SKILLS & ABILITIES

Broad knowledge of IT and its applications and the ability to think creatively and critically to solve problems

8 years of customer service experience resulting in outstanding communication, interpersonal and organizational skills with the capacity to work collaboratively and build positive relationships

Experience coding in C, C#, HTML, CSS, Bootstrap, ASP.NET

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## EXPERIENCE

### **SALMANDER BAY NEWSAGENCY, SALAMANDER BAY**

11/11/2010 – 14/01/2014

Basic shop clerk responsibilities – cash handling, customer service, cleaning

### **COLES NELSON BAY, SALAMANDER BAY, JAMISON, WARATAH**

07/11/2013 - Present

Worked in both Grocery/ Night fill and Customer Service departments. Experience in lower management roles (see below). Duties include: Working hard to please customers and maintain a personal connection with a large customer base, managing a small team of customer service staff members, cash handling, restocking shelves, and accepting deliveries in receiving docks and precise time management.

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## EDUCATION

Studied a Bachelor of Information Technology at The University of Newcastle, Majoring in Interactive Media 2016-present. Due to complete 2018. I Maintained a solid GPA throughout the time I spent studying and currently achieving a Distinction average.

Completed High School Certificate in 2014 at Tomaree Education Centre

Studied a Bachelor of Software Engineering at University of Canberra 2015/2016

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**COMMUNICATION** Frequent and open communication with management. Gained company recognition for skills in managing small teams. Swift promotion to management roles after being with the company for only a short period of time.

**LEADERSHIP** Night Fill Captain Coles Nelson Bay 20/12/2013-11/12/2014  
Relief Duty Manager Coles Nelson Bay 11/06/2014- 11/12/2014  
Service Night Manager Coles Waratah 19/02/2018- present

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**REFERENCES** **ELANOR ANDERSON (SERVICE NIGHT MANAGER COLES WARATAH)**  
0434388096  
**MICHELE PEARSON**  
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