

# Michael Elia

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## SUMMARY

Experienced professional with a strong foundation in customer service, organizational efficiency, and safety awareness. Proven ability in accurate order processing, cash handling, and maintaining high standards of cleanliness and hospitality. Skilled in using point-of-sale systems, inventory management, and logistics, with a focus on teamwork and effective communication. Adaptable and reliable, with a commitment to delivering exceptional service and contributing to organizational success.

## EXPERIENCE

### **Amazon Warehouse, Kemps Creek NSW — Pick Packer**

09/2022 - 01/2023

Achieved production targets through high productivity and effective team communication. Scanned and moved packages swiftly for timely shipment, taking extra shifts during busy periods. Used precise picking techniques and RF scanners to reduce errors. Safely operated warehouse equipment, improving stowing rates.

### **Guzman Y Gomez, Hoxton Park NSW — Team Member**

04/2022 - 08/2022

Contributed to team success by completing tasks efficiently and coordinating project work with effective team leadership. Maintained a productive approach, regularly exceeding job requirements by working flexible shifts and covering for absent coworkers during busy periods. Handled cardboard disposal and ensured product quality through rigorous adherence to guidelines.

### **Kentucky Fried Chicken, Flowerdale NSW — Team Member**

03/2020 - 04/2022

Managed cash transactions with high accuracy, maintained flexibility in scheduling to meet business needs, and provided excellent customer service. Built strong customer relationships through positive interactions, addressed inquiries about store policies, and collaborated effectively with team members to resolve issues promptly.

## SKILLS

Adaptability  
Attention to Detail  
Customer Service  
Time Management  
Dependability  
Organizational Skills  
Problem-Solving  
Teamwork

## LANGUAGES

English  
Arabic  
Assyrian

## EDUCATION

Al Saints Catholic College  
Casula — Year 12  
November 2022