

CC

Christopher Concepcion

Technical Recruiter

Sydney, New South Wales, Australia, NSW, Australia

chris.concepcion2121@gmail.com

0414 547 477

LinkedIn:

www.linkedin.com/in/christopher-concepcion12

Ambitious and adaptable individual with a proven track record of exceeding expectations and driving results. Adept at adjusting to changing circumstances and thriving in fast-paced environments. Possess strong teamwork, communication, and problem-solving skills.

My skills in sales-based environments make me a transparent communicator with a focus on results. I bring an ability to navigate complex conversations whilst being able to build valuable relationships along the way.

My experience has given me transferable tools including and not limited to closing deals/sales, complex objection handling, qualifying prospective candidates and leads, building and maintaining relationships as well as providing valuable market knowledge in my niche.

I am eager to take on new challenges and contribute effectively to a dynamic team and to make a positive impact on the wider community. More importantly, I am eager to continue to broaden my interests within the tech industry and to learn from

Professional Experience

● Recruitment Consultant

Scout24, Sydney, New South Wales, Australia | September 2021 - Present

- Understand client needs to search for candidates through advanced mediums such as boolean searches, github, social media as well as several job boards including LinkedIn (Recruiter and personalised connections) and Seek.
- Identifying top tier candidates for clients with very specific needs in boutique tech industries.
- Built and maintained a strong network of technical candidates through targeted outreach, relationship-building strategies, candidate care and regularly intervalled candidate check-ins
- Conducted thorough calls to cover candidate expectations, ensuring alignment with client requirements.
- Team collaboration to pivot searches, screening calls and expectations as roles adjust.
- In-depth understanding and utilisation of administration and organisation tools including and not limited to CRM's, ATS', calendars and databases as well as the employment of AI to assist with organisation, candidate bookings and managing timelines
- Soft skills; objection handling, managing candidate expectations and interview timelines, presenting offers and providing thorough post-placement candidate care, closing deals.
- In-depth understanding of technical jargon, phrases and processes through candidate calls, self research and assistance from leaders, allowing me to freely converse with technical candidates.
- Accomplishments: Multiple 5 star google reviews from candidates; learning a thorough recruitment process whilst working remote; a strong network of connections built over the last few years

● Senior Team Lead / Sales Consultant

ShineHub, Sydney, New South Wales, Australia | September 2019 - September 2021

- Established strong relationships with customers, understanding their unique needs, emotional drivers and providing tailored solar solutions to assist them with their goals
- Collaborated with cross-functional teams including engineers and project managers to ensure seamless delivery of customised solar projects for each customer, making sure that each system was designed to legal requirements.
- Exceeded sales targets through effective objection handling, customer management and lead generation.
- Day to day organisation for junior consultants, mentoring, one to one's and participating in hiring process.
- Handling customer escalations
- Providing daily and weekly reporting to managers
- Utilisation of CRM and organisational tools, metrics tracking,
- Implementing processes
- Fostering a positive culture in a fast-paced start-up environment.

● Senior Customer Service Specialist

professionals in the real world as well as to use my eagerness to problem solve, to birth creative strategies.

I believe I have built a strong foundation of transferable skills that can make me a valuable asset.

Key Skills

- Adaptable and Ductile Individual
- Excellent communication skills
- Proficiency in databases, CRM's and ATS
- High Organisation Skills
- Keen learner, self-motivated researcher
- Keen and creative problem solver

CommInsure / AIA, Sydney, Australia | September 2018 - October 2019

- Inbound calls service centre duties: working with sensitive information, working in a timely manner at all times, reaching KPI's, situational de-escalations.
- Holding myself and my team accountable for personal KPI's.
- Understanding customer queries and problems and solving them in an efficient and timely manner.
- Working outside of my delegation, up-skilling during probation.
- Phone etiquette, a self accountable attitude to uphold standards and follow up on all cases and promises I had made.
- Customer first attitude, learning and working with different systems and programs while on the phone.
- Data entry, adhering to legislations and protocols.
- Going above and beyond for customers and team.

● Acting 2 IC / Fulltime Sales Assistant

Platypus Shoes | August 2017 - July 2018

Education

*January 2016 -
December 2017*

Advanced Diploma in Business, Management, Marketing,
and Related Support Services

JMC Academy, Sydney

*January 2014 -
December 2015*

Advanced Diploma in Technical Production

TAFE NSW, Sydney

*February 2022 -
April 2022*

Talent Sourcing Training in Recruitment

The Talent Hunter

*May 2024 -
December 2024*

The Coding Bootcamp | JavaScript in IT

University of Sydney, Sydney