

COREY MCINTYRE

BACH. OF SOFTWARE ENGINEERING
STUDENT

Contact

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coreymac193@hotmail.com



Education

Bachelor of Software Engineering

University of Canberra
2017 – Currently studying

Higher School Certificate

Dubbo College Senior Campus
2011

Skills

PROFESSIONAL

Customer Relations

Complaint Handling

Invoicing and Ordering

Document Management

Internal Liaising

Negotiation

TECHNICAL

Microsoft Suite 2007 and 365

Windows XP/Vista/7/10

Parrot and Kali OS

Various Penetration Software

Apple OSX, Snow and Lion

Android Studio

Profile

I'm a confident individual who works well in a team or by myself; I have previously managed stores and pride myself in organisation within my role to benefit both myself and the teams I work with. I adapt well to changing technologies, systems and environments and find myself striving to be better always.

Experience

Sales Consultant Telecommunications

JB HI FI | AUG 2017 – MAR 2018 | BELCONNEN

My abilities in my past jobs has secured me a job with the Local JB HI FI store around my University Campus; having years of experience with Telstra and previous jobs it was the right decision to apply, different to previous sales jobs I've had JB HI FI shows a very customer first environment especially in the forms of communications, we prefer the customer to leave with a total solution.

- Stocktake Weekly, ensuring there is no variances and if there are working out why there is and how we can prevent future variances.
- Having the ability to build rapport with customers and qualifying their requirements – both their stated and unconscious needs.
- Maintaining knowledge of current promotions and policies
- Addressing customer enquiries and complaints
- Understanding the terminology of the Telecommunications industry and keep abreast of technological changes in products
- Understanding the laws which govern sales and telecommunication contracts.
- Having a good eye for detail in terms of merchandising goods to appeal to the customers
- Following all the company safety procedures and immediately report any accidents to the managers

Labourer

SPRAYER BARN | FEB 2017 – MAY 2017 | DUBBO

For a short period, I worked at Sprayer Barn in Dubbo as a General Labourer, this job was my stepping stone to the realisation that I wanted to complete a degree in Software Engineering.

- Working alongside qualified technicians with trained knowledge in Hydraulics, Electrical Systems (GPS) and Engines.
- Following all company safety procedures regarding dealing with dangerous chemicals, heavy machinery and height restrictions.
- Working on site and remotely in various conditions with being away for weeks at a time.
- Understanding the danger of tools and being correctly trained in how to use these without the chance of harm to myself or others.
- Performing general maintenance of the work vehicle to ensure the tools that are required for a job is operational.
- Learning on the job quickly and efficiently to allow completion of work in a timely matter.

Achievements

Certificate 2 IT VET

Year 12 Higher School Certificate

Year 12 Award for Equal 2nd place in
Information Technology

Year 12 Award for 2nd place in
Information Processes and Technology

Year 12 Award for 3rd Place in Software
Design and Development

Experience

(continued)

Electrical Sales Consultant

HARVEY NORMAN | JAN 2016 – JUL 2016 | DUBBO

Working within a professional environment in one of Dubbos biggest retail storefronts, I was given the opportunity to enhance my skill set by providing customers with complete solutions to their needs in regard to Electrical products. Having to maintain relationships with brand representatives and being trained and coached from them, this was a commission based sales role that required me to be at my best always to maximise the opportunities from customers, various duties included:

- Being highly motivated and results driven with outstanding customer service and communication skills.
- Working in a Team Environment but being self-driven.
- Resolving customer complaints and making on the fly decisions to ensure happy customers and timely accurate services.
- Liaising with the back of house teams to ensure deliveries were made in a timely matter.
- Flexibility with work hours to include weekends, public holidays and late-night trading.
- Maintaining product knowledge across the board regarding protection plans, credit applications and new products.
- Performing cost-benefit analyses of existing and potential customers.
- Maintaining positive business relationships to ensure future sales.

Sales Consultant/Team Leader

VITAGROUP LIMITED | OCT 2014 – SPT 2015 | GERALDTON

I'm a confident individual who was in a close-knit team working with the leading telecommunication company in Australia at a store front level, providing customers with exceptional customer service with my abilities to build rapport and qualify their stated and unconscious requirements, all whilst achieving daily, weekly, monthly and quarterly key performance indicators as set by leaders. Having been with Telstra for nearly a year I'm quite proficient in the systems deployed by them including but not limited to Siebel, retail live, EFM and MNC.

Other experiences Vita provided me with were stepping up to lead the staff on numerous occasions without declining in productivity or directly affecting the KPI's of the store. Key duties included with this role were:

- Opening and closing the store, including ensuring there were no stock or till variances
- Preparing for and attending meetings
- Stocked and restocked inventory when shipments were received
- Maintaining knowledge of current promotions and policies
- Ensuring the team had set goals for the day to reach KPIs with a focus on team morale
- Addressing customer and team inquiries and resolving complaints
- Using effective floor management to create a positive flow on the sales floor
- Ensuring all consultants were effectively using their time with customers and coaching them on any improvements that could have directly assisted them

References

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