

DAVID JOHNSON

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CAREER SNAPSHOT

I have many years experience in customer service, hospitality, business management, events management and payroll. My previous roles have taught me many things:

- how to solve problems
- how to prioritise work and meet deadlines
- how to work as part of a team
- how to be a good leader
- patience, care and understanding for clients and customers
- to be organised and meticulous with details
- to be as helpful as possible to those around me

I have always developed a great rapport with my employers, employees and work colleagues and feel I actively contribute to a happy and productive work culture. I have a great work ethic and have never had an employer that wouldn't have me back to work again.

EDUCATION & TRAINING

I have completed training courses in advanced project management, prince2 agile foundations, lean start-up methodologies, business management, resilience, conflict resolution and responsible service of alcohol. I currently have a forklift and manual driver's license.

SAP, Workbrain, Chris 21 – payroll specific software

Microsoft Office – Word, Excel, Powerpoint, Outlook

Mixpanel, Google Analytics – Mobile/Web Analytics Platform

Asana, Jira – Project Management and Product Delivery

CAREER HISTORY

Client Service Officer (Payroll)

Department of Health Payroll - Chermside Galleria

May 2010 – September 2012

May 2015 – Present

Responsibilities

- Processing of Rosters, AVACs, DSVF's, and leave applications
- Processing of new starters, rehires, employee movements, allowances, tax and superannuation records
- Simple and complex pay queries and actioning pay protocol reports

- Customer service, problem solving, conflict resolution, and liaising between Queensland Health employees and their respective departments
 - Multiple awards, EBA's, contracts and HR Policies
 - Adaptive to constantly changing business processes and audit requirements
 - Filing and general administrative duties
 - Supervising, training and mentoring fellow workers
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Crew Member (Live Music Productions)

All Access Crewing - Brisbane

March 2010 - Present

Overview

I assist in all areas of concert production for most major tours and festivals throughout South-East Queensland. Venues include Brisbane Entertainment Centre, Suncorp Stadium, Riverstage, QPAC, Convention Centre, QSAC Stadium, The Gabba, RNA Showgrounds and Gold Coast Parklands.

Specific work areas include:

- Audio – speakers, subwoofers, foldbacks and cables. Assembly and disassembly
 - Lighting – connecting various lights, looms and visual effects to truss
 - Video – building simple and elaborate video displays
 - Stage – general carpentry and stage assembly
 - Pyrotechnics – setting up and dismantling
 - Backline – setting up music equipment eg, drums, keyboards, guitar amplifiers.
 - Production/Show calls – assisting the touring manager and team with all aspects of the actual production.
 - Rigging – Positioning chain motors, connecting to individual truss
 - Loading – ordered packing of road cases into semi-trailers using straps and load bars as per the requirements of the touring manager.
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Co-Founder (Music Technology Start-up)

Ride The Wave PTY LTD - Brisbane

July 2015 - Present

Overview

I am currently involved in all aspects of a technology start-up specialising in social music services. Using lean methodologies and agile development practices our vision is to create “in the moment” playlists for all social scenarios. We are currently in the process of creating a digital radio station for use in government offices where an algorithm will select songs based on the teams likes and dislikes.

Payroll Officer

RACQ Finance - 8 Mile Plains, QLD

April 2013 – April 2014

Overview

- Payroll support for the Senior Payroll Officers in performing full-function payroll for 1,600 employees across 3 companies using Chris21.
- High-speed data entry of timesheets, fortnightly roster amendments, new entrant information, rehires, change in details, additional payments and allowances.
- Processing leave requests and leave balance audits.
- Award and EBA interpretation across multiple awards and work contracts eg. Insurance, telesales, vehicle recovery.
- Manual filing and inter-office mail.
- Pay queries –simple and complex
- Correct business process at all times while ensuring data quality and timely processing.
- Purchase orders and invoicing
- Accounts Payable and Procurement

Bar Supervisor

Culinary Capers – Vancouver, BC, Canada

Dec 2009 – Mar 2010

The Old Bulls Head – Loughborough, LEICESTER, U.K.

Apr 2009 – Nov 2009

Manager / Landlord

The Smock – Ipswich, Suffolk, U.K.

Feb 2008 – April 2009

The Thomas Eldred – Ipswich, Suffolk, U.K.

Apr 2007 – Feb 2008

Customer Service, Deliveries and Logistics

Chrisco Christmas Hampers – Emu Plains, NSW

2004 - 2006

Customer Service and Food Service Worker (Team Leader)

KFC – Margate, QLD

2000 – 2006

REFERENCES

Elizabeth Jewell

A/Service Co-ordinator

Department of Health Payroll

W: 3170 4273

E: Elizabeth.Jewell@health.qld.gov.au

Emily Clarkson

Team Leader

Department of Health Payroll

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