

Adam Jacob

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I thrive working in a team that is encouraging and supportive, an environment that is challenging and requires creative problem solving and thinking on my feet. I have over four years' experience working in customer service & administration, I study a Bachelor of Business and Creative Industries & have a keen interest in technology.

Key Strengths

- Well-developed interpersonal skills, great at making customers feel at ease both over the phone and in person.
- Strong work ethic, committed to seeing goals to completion.
- Reliable and trustworthy, always punctual and well presented.
- High attention to detail, striving to perform tasks to the highest possible standard.
- Possesses a high degree of initiative and self-motivation and enjoys the challenge of a demanding work environment
- Capable of handling multiple tasks and communicating effectively with all levels of management, clients and team members
- Readily adapts to fast paced and ever-changing working environments - innovative and solution focussed

Career Summary

Monte Ale House – Bar Staff, March 2018 – May 2018

Bayside Hapkido – Martial Arts Instructor, June 2015 – Ongoing

Master Admin Services – Accounts Clerk, May – December 2017

Tea-Cup Cottage – Disability Support Worker, April – September 2016

Angus & Robertson – Retail Assistant, November 2014 – February 2017

Education & Training

Bachelor of Business and Creative Industries

Majoring in Advertising, Media Planning and Music Production
Queensland University of Technology – 4th year student

OP 6 and Queensland Certificate of Education (QCE)

Faith Lutheran College, graduated 2014

Maths B, Information Technology Systems, Physics, Music, English,
Business Organisation Management

Employment History

Monte Ale House - Bar Staff/Retail

March 2018 - April 2018

I worked both behind the bar, and also covered the retail side of the connected bottle shop. I really enjoyed the fast paced environment of working behind the bar, and became familiar with a wide range of beers and wines.

Responsibilities

- Handling cash
- Preparing drink orders for customers
- Taking and delivering food orders

Bayside Hapkido - Martial Arts Instructor

June 2015 - Ongoing

I have been a student and teacher of the martial art Hapkido for 9 years. I enjoy teaching students and helping them develop their individual skills, particularly through the belt testing process. I am passionate about ensuring students meet the high standards I hold for the quality of techniques.

Responsibilities

- Teaching techniques to up to 35 students per class (aged from 5 to 60)
- Generating and processing invoices, general business administration

Master Admin Services - Accounts Clerk

May – December 2017

I enjoyed working with a range of diverse clients and gaining a more granular understanding of the administrative sides of large businesses. Most importantly, I enjoyed being able to work as a team with my co-workers to deliver the highest quality of service to clients and being able to feel valued as an employee.

Responsibilities

- Account reconciliation
- Reporting and data analysis
- Paying invoices
- Providing over-the-phone customer service
- Data entry into Xero

Tea-Cup Cottage - Disability Support Worker

April – September 2016

I worked as a carer for young people with disabilities aged between 5 and 17, and enjoyed the extremely rewarding nature of the work. I worked with a wide range of differently abled children, from mild speech disorders to debilitating mental and physical conditions.

Responsibilities

- Providing care for children with disabilities
- Incident reporting
- Preparing shift summaries for clients
- Transporting clients to and from care
- Administering medication
- De-escalating high conflict situations

Angus & Robertson - Retail Assistant

November 2014 – February 2017

This was my first job and I quickly progressed from simply working the cashiers to doing stocktakes, opening and closing as a keyholder, doing the daily cash floats, and doing the banking.

Responsibilities

- Invoicing orders
- Customer service and sales
- Primary store keyholder
- Cash handling
- Coordinating author events

Technical Skills

- Microsoft Suite including: Word, Excel, PowerPoint, Publisher – High level
- Xero – High Level
- Static and Dynamic Website Design & Development - High Level
- Adobe Professional Suite including: Photoshop, Dreamweaver, After Effects, Premiere - High Level
- Music production software including: Ableton Live, FL Studio, Logic Pro, Pro Tools, Max MSP - High Level

Other Qualifications

Class "C" car licence (Green P plates) and own transport

Responsible Service of Alcohol (RSA)

Responsible Service of Gambling (RSG)

Adwords Fundamentals Certificate

Working with Children Blue Card

Barista Basics Certificate

Hapkido – Black Belt

Referees

Nathan McDonald

Hapkido Instructor and Business Coach

Black Belt Business

Phone: 0413 327 283

Catherine Davenport

Manager

Angus & Robertson

Phone: 0418 315 913