

Joshua Doig

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Date of Birth: 15 Aug 1994

I'm outgoing, hardworking, reliable, loyal and looking for a position which will enhance my existing skills and bring new challenges. I have extensive hospitality, retail and customer service experience. I'm flexible with hours and will have a 24/7 availability. I have great interest and passion for whatever I apply myself to and believe that you will compliment my passion. My journey involves working in schools, offices, retail and hospitality environments, throughout this journey I've always had a desire to help people, others and to strive for success. I've self-learnt coding basics of HTML and CSS and am starting JavaScript and python studies through online resources.

WORK HISTORY

BP

Sep 2018- Ongoing

- Provide excellent customer service
- Achieve and exceed KPI's
- Serve 200-300 customers a day
- Maintain standards of safety, customer satisfaction and tasks while following BP Policies and Procedures

Teaching in Schools, Tutoring and Online Translation

2009-2016

- Worked in Akita and Tokyo teaching English
- Gained knowledge from the business operations of a different culture
- Taught Japanese to students in Australia
- Learned how to communicate with students and effectively facilitate their education
- Entire experience has greatly improved my communication skills

Call Centre - Insurance Partners

2016

- Regularly and consistently reached set KPI's
- Tasked with arranging appointments, managing my own time to meet organisational needs and high amounts of data entry
- Learned how to effectively operate within a business unit
- Communicated effectively with customers and client's over the phone

EDUCATION

Self-learning HTML, CSS, JavaScript

2022

- Learnt Syntax, structuring, formatting, methods to achieve completion
- Used Github, Visual Studio Code, freecoderacademy, etc.

Bachelor of Arts- USC & AIU University

2012-15

- Learnt masses of information
- Worked well in teams/groups
- Retained vast amounts of information
- Learnt how to: solve communication barriers, find solutions, be social, succeed under stress & commit to work/study.

Certificate II in Retail & Hospitality

2017

Studied:

- Strategies to respond to routine workplace problems
- Communicate in the workplace to support team and customer outcomes
- Engage the customer
- Sell to the retail customer
- Work effectively
- Organise personal work requirements
- Plan a career in the retail industry.

Certificate II in Logistics.

2018

Studied:

- Employability Skills
- Foundational skills
- Job Preparation
- Work Experience.

References

Available upon request