

Amy Droungas

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+ PROFILE

I have 5 yrs. experience in customer service focused environments. With strong strategic insight, I am quality focused and have the ability to develop and support sales, customers relationships, targets and other business imperatives. With excellent communication and relationship building skills, my leadership style is to lead by example-with proven success managing teams to deliver results. I am proactive with the confidence to work with senior management and cultivating valuable networks.

Highly motivated, with a strong work ethic, I enjoy working at a fast pace and pride myself on my commitment. I am results-oriented and deadline driven, and can operate with a high degree of autonomy while managing competing priorities.

+ KEY SKILLS / ATTRIBUTES

- 📌 **Adaptability**– Willingness to embrace change, ideas and possess the ability to combine vision and attention to detail. At ease managing different roles.
- 📌 **Customer Focus** - ensuring high service standards to exceed customer expectations and maintain ongoing relationships.
- 📌 **Negotiation** - excellent mediator with proven ability in managing conflicting and addressing missed customer expectations through achieving mutually agreeable outcomes.
- 📌 **Leadership** - managing, coaching, training team
- 📌 **Investigation**- thorough understanding of negative stock/stock investigation skills

+ EMPLOYMENT HISTORY

G3-Inventory Control Specialist/E-HUB/Service desk TM- Bunnings Padstow

FEB 2020 – August 2021

Responsibilities

📌 Demand Clarity Project – NSW Inventory Specialist

- Implementing the learnings of each week count to the team, G4's and leaders through Workplace and face-to-face coaching.
- Clear understanding of Mix/Max, IRNA, Purchase orders, Stock handling errors (from a Loss Prevention Perspective).
- Investigation Skills using Oracle, MTE and other Admin Reporting Tools.
- Collaborate closely with Head Senior Management and Consultants.
- Develop and drive strategic Inventory plans that support stock loss prevention, to maintain the lowest cost and integrity of our stock.
- Coaching team and G4's in Inventory Hub.
- The project has developed my investigation skills, whereby I am able to use my resources to investigate significant stock adjustments/negative stock for leaders.

📌 E-HUB/Service Desk

- Handling customer orders/ enquires through COS.
- When inaccurate SOH triggers a Customer Care, I identify/investigate and resolve the discrepancy.
- Comfortable in dealing with Ambiguity in relation to customer complaints.

- Hire Shop.
- Key Cutting

🏠 **BSAFE Committee-TM**

- Ensure the support of Workplace campaigns and Safety

Achievements

- 🏠 Maintaining an 80%+ average in Stock Integrity for the Demand Clarity Project.
- 🏠 Driving the *Projects Teams* Implementation of “**Last Receipt**” Function in POS/Inventory Hub to the Team- minimising Stock Handling errors.

Store Manager, Blooms the Chemist Edgecliff

FEB 2016 – FEB 2020

A leading Community Pharmacy with over 100 stores Nationally.

Responsibilities

- 🏠 Manage, coach and mentor Pharmacy Assistant in providing excellent customer service.
- 🏠 Strong Interpersonal Communication skills to maintain rapport, trust and confidentiality with customers around their health.
- 🏠 Driving Monthly Health Campaigns.
- 🏠 Handling and resolving complaints and missed customer expectations.
- 🏠 Monthly Accounts/Statements/Invoices
- 🏠 Ordering/reviewing and maintaining stock through Min Max system and individual suppliers.
- 🏠 Managing budget.
- 🏠 Rostering.
- 🏠 Working with Representatives to develop sales goals and strategies.
- 🏠 Tracking and reporting sales by category- working with key business stake holders to define targets.

+ EDUCATION

Currently Studying Diploma of IT- Coder Academy (*Part-time*)

Studying Bachelor of Psychological Science, ACAP (*Deferred*)

2017 Certificate III in S2 & S3 Community Pharmacy Medicine, Pharmacy Guild NSW

2010 Higher School Certificate, SCEGGS Darlinghurst

+ COMMUNITY

AIME- Student Mentor, Wollongong University: Encouraging year 9-12 Indigenous Australians Students to engage in their education. The organisation aims to break the stigma and empower the students to finish their Higher School Certificate, enriching their future.

Starlight Foundation/Starlight Room, Randwick Children's Hospital

+ COMPUTER / TECHNICAL SKILLS

Oracle / POS / COS / Bunnings Intranet-Admin Reports

Microsoft Word, Excel, Publisher, Outlook

+ REFERENCES – Bunnings Warehouse

Lauren Napier - Complex Manager, Padstow

Matt Potter - State Loss Prevention Operations Manager

