

# Erin Deakin-Thomas

they/them

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Web: <https://erins.site/>

## Summary

I am a hard worker with multiple years of customer service experience. I am good at working within small or large teams, good at keeping my surroundings neat and tidy, great at customer service with a smile, and I am always willing to learn something new!

## Career History

### Customer Support Agent at Aussie Broadband

July 2024 — November 2024

While working at Aussie Broadband I helped customers with accounts inquiries, technical issues, discussed computer networking concepts, and recommended actions and products relevant to the customer's situation. I was responsible for taking inbound outbound calls to customers.

#### Key Responsibilities

- Listening to and noting customer queries in a quick and accurate manner
- Taking payments from customers and redirecting customers to sales departments
- Performing service tests to isolate and resolve issues with customer equipment
- Walking customers through steps they may need to take on their end of the phone

#### Achievements

- Getting a good grasp on difficult computer networking concepts

### Store Supervisor at Red Dot Coventry Village

August 2022 — March 2024

During my tenure at Red Dot, I worked on stock and store tidying tasks while I oversaw small teams as they completed their daily tasks, providing help and encouragement. I also ensured that stores were closed securely, tills were reconciled, and money was stored in the correct place at the end of the day.

#### Key Responsibilities

- Promptly responding to and actioning customers inquiries, requests and complaints
- Storing incoming stock in the appropriate areas and merchandising new stock
- Assisting till and floor staff with any tasks they may need help or guidance with
- Closing stores, ensuring money is stored safely and correctly, and doors are secure

#### Achievements

- Helping extensively with and seeing the result of the remodelling of two different Red Dot stores; Ellenbrook and Coventry Village

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## **Education**

### **Certificate II in Music Industry**

At North Metropolitan TAFE. Graduated 2019.

## **Relevant Skills**

- Great at verbal and written communication and active listening
- Good with problem solving and thinking outside the box
- Good at leading or working within small teams and working alone
- Good with time management and working within deadlines
- Proficiency with the Microsoft Office suite, Microsoft OneDrive, and Outlook.com
- Proficiency with Microsoft Windows, Apple macOS, and various Linux operating systems

## **Hobbies & Interests**

- I am partial to creative writing, particularly narrative, and maintain a blog where I write about various aspects of computer technology and music
- I write and perform electronic music, play the piano, and I am interested in learning the drums
- I enjoy bird watching and photography and I am usually carrying at least one camera around with me

## **References**

References are available upon request.