

RESUME

Ethan Humphries

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CAREER OBJECTIVE

My career objective at present is to obtain employment in a permanent position that uses all the skills that I have obtained in my career so far.

QUALIFICATIONS

- Cert III in Surveying – 2011
- Cert III in Information Technology 2012
- Current: Bachelor of ICT - Software Development

EDUCATION & RELEVANT TRAINING

- Medium Rigid Truck License – 2011
- OH&S General Construction Card - 2011
- Higher School certificate – completed 2010
 - ❖ English – 2 units (2nd in class of 62)
 - ❖ Mathematics – Advanced
 - ❖ Legal Studies (2nd in class of 15)

❖ Geography (2nd in class of 30)

❖ Music

SUMMARY OF KEY SKILLS

- Computer Skills
- Able to work to tight deadlines and timeframes to execute projects autonomously
- Excellent organization skills
- Customer service
- Able to communicate across a broad range of staff.
- Coal vessel sampling at Port Waratah
- Knowledge of OHS Procedures
- Ability to follow in depth instruction
- JAVA, VB.NET, JavaScript, Salesforce, SQL, HTML, CSS, jQuery.
- Learning: Angular, PHP, AWS
- Visual Studio, Netbeans, PHPMyAdmin

CAREER HISTORY SUMMARY

June 2018 – October 2018

Hunter Water Corporation

Customer Experience

- Inbound & outbound customer service calls.
- Logging and following up on infrastructure faults.
- Processing mail & triage.

2014 – 2018

Service NSW Newcastle Contact Centre

Customer Service Representative

- Using a range of RMS software to interact with customers
- Following QA procedures with my own contribution to create a real and authentic customer experience for every customer as well as meeting the business standards for customer service.

- Working with my team on ideas to improve the business and on our own 'Team Journal' to keep the team motivated and on level with each other.
- Demonstrating my passion for what I do by being accountable for every customer experience from start to finish through following up with customers and seeking every possible route to help customers by working with Team leaders and other staff.
- Improving efficiency by creating tools to assist other staff in dealing with customers and streamlining the delivery of information to customers.

2014 - Current

Smithy's Coffee Shack

-Barista, Kitchen Hand & Trainer.

- Training all new staff in OH&S as well as maintenance of hardware.
- Coordinating all orders and delegating staff to areas best suited to utilise their skill set and potential.
- Serving customers and identifying their needs to create optimal customer experience.
- Working with customers who had complaints to achieve the best possible outcome for the business as well as the customer.

2012 to 2014

Bureau Veritas International Trade

– Coal Sampler & Laboratory Technician, rotational shift worker.

- Testing coal samples from bore core exploration programs from various mines.
- Contracted to Port Waratah Coal Services (24/7) collecting and preparing coal samples from inbound trains and outbound ships
- Preparing Composite samples for testing
- Various analysis on samples involving weighing and calculations

2010 to present

Seaview Malaysian – Kitchen hand and deliveries to customers

2011

C & S Excavations Hunter – Casual labouring, excavator operator & truck driving

COMPUTER SKILLS

- Excel, Excel formulae's, Word, Power Point
- Laboratory Information Management system (LIMS), Labware
- Basic/Intermediate programming skills in Java, JavaScript, VB.Net, HTML, CSS.
- RMS DRIVES, OUM, OBS, Frontline, OneGov, Salesforce, Notepad++, Atom, Visual Studio.

INTERESTS

- Motorbikes
- Guitar
- Mountain Biking
- Surfing
- Information Technologies

REFEREES

Troy Lynch – Service NSW Team Leader

Phone: 0466 496 567

Gaum Lee – Seaview Malaysian Restaurant

Phone: 02 49447996

Kellie Dunning – Hunter Water Operations Manager

Phone: 0458 534 753