

# CLINT KINGSTON

Read more about me at <https://www.clintkingston.au>

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## PROFESSIONAL SUMMARY

Adaptable professional with a proven background in customer service, technical support, and business operations. Former business owner with 15+ years of hands-on experience in high-pressure environments, followed by 3 years in a fast-paced corporate environment delivering customer-facing solutions. Strong communicator, quick learner, and known for stepping into problems and getting things done — no matter the complexity. Now seeking opportunities to bring that same energy and resourcefulness to a role focused on people, process, or operations.

## KEY SKILLS

- Customer and stakeholder communication
- Troubleshooting and problem-solving
- Operations and logistics coordination
- Process improvement and documentation
- Staff training and onboarding
- Adaptability and initiative
- Advanced technical fluency: Office 365, CRM platforms, ticketing systems, and remote support
- Tech translation ninja: bridge between complex systems and real-world users

## KEY STRENGTHS (ask me for real examples — I've got plenty)

- **Adaptable under pressure:** I work well in shifting environments and learn new systems fast
- **Collaborative:** I support the team, take ownership when needed, know when to lead, when to support
- **Clear communicator:** I explain technical stuff in plain English — no jargon, no guessing
- **Problem solver by instinct:** I enjoy working through complex issues and finding practical fixes
- **Customer-first mindset:** Whether internal or external, I care about making people's lives easier
- **Calm in the chaos:** I've dealt with urgent problems, high-stakes calls — all without losing my head
- **Get-it-done attitude:** I don't wait for someone to tell me what's broken — I figure it out and fix it

## NOTABLE ACHIEVEMENTS

### Sargood on Collaroy (Volunteer Work)

- Volunteered one day a week to maintain adaptive recreational equipment and support guests living with spinal cord injuries
- Provided companionship and a listening ear to residents during their stays
- Helped design and launch a 3D printing and design program for guests
- Built a retro arcade cabinet with adaptive controls — fully accessible even to guests with limited or no arm mobility
- Assisted with recreational activities and logistics, including securing wheelchairs for group outings

### Kingston Security

- Ran a high-trust, high-risk cash-in-transit business for over a decade without incident — zero client losses, zero breaches
- Built strong, long-term client relationships — some lasting over 10 years, based entirely on trust, discretion, and consistent service

### Total Ability

- Enriched the lives of people with disabilities through adaptive vehicle technology — helped clients regain independence
- Supported compliance and coordination with certifiers and engineers to deliver custom-fit solutions tailored to individual needs

## **Woolworths / WooliesX**

- Selected from over 100 internal applicants for Woolworths' tech accelerator program — fast-tracked into a critical delivery team
- Spearheaded improvements to the Online Order Tracking experience, used weekly by millions of customers
- Trained and onboarded new staff across customer support and engineering teams, reducing ramp-up time and knowledge gaps

## **PROFESSIONAL EXPERIENCE**

### **Technology & Support (2022–2025) - WooliesX / Woolworths Group**

- Delivered key improvements to the customer-facing order tracking system used nationwide
- Simplified technical processes and improved usability for customers and internal teams
- Acted as a go-between for engineers, testers, and non-technical stakeholders
- Wrote documentation and improved support handover processes
- Known for calmly solving last-minute issues before big releases

### **Customer Support Agent (2021–2022) - Woolworths**

- Provided real-time customer support via phone and chat
- Trained new staff and ensured consistent service during high-volume periods
- Maintained accurate records and met strict response-time targets

### **Technical Support Engineer (2019–2021) - Total Ability**

- Helped clients with mobility needs get back on the road using adaptive vehicle tech
- Coordinated with engineers, clients, and certifiers to ensure tailored solutions
- Handled sensitive information and maintained compliance with safety standards

### **Owner & Operator (2007–2019) - Kingston Security**

- Ran a successful cash-in-transit operation, managing client relationships, staff, and logistics
- Oversaw compliance, safety, and risk assessment across all operations
- Built long-term trust with corporate clients and private individuals

## **EDUCATION**

- Software Dev Bootcamp – Woolworths/Nology (2022)
- Selected for an internal tech accelerator. Gained coding and system design skills.
- Cert IV in Security Operations – SECTA (2006, expired)
- Higher School Certificate – Elderslie High (1998)

## **INTERESTS**

DIY projects · Tech tinkering · Paddleboarding · Mountain biking · 3D printing