

JACK LE

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Career Objective

A professional with large experience in retail and customer service seeking a position as a customer service officer with the passion for helping people and exploring the field of banking. With the willing to learn and thrive on in banking industry, I offer years of customer service experience in different industries. Besides, I wish to permanently contribute my enthusiasm and efforts to the business that I work for.

Key Skills Summary

- Excellent customer service and strong team-work skills
- Dependability and reliability developed through employment
- Effectively pay attention to details while completing sales report and serving
- Ability to learn quickly new technologies and smart gadgets for management
- Familiar with working under pressure and being able to multi-task during busy period
- Willing to work flexible hours

Education

Coding bootcamp in Monash University **2022**

Diploma of Hospitality Management in Box Hill Institute **2015-2017**

Key achievements: Professionalism and enthusiasm in serving various types of customers and dealing with urgent cases

Advanced Diploma of Tourism in Box Hill Institute **2011 - 2013**

Key knowledge: Practicing with various Ticketing systems including Sabre, Amadeus, etc

Professional Experience

Customer service representative - Coles Express (Ashburton) **Oct 2017 - now**

- Demonstrate excellent customer service skills; effectively assist customers as required
- Accurately complete daily sales reports
- Closely collaborate with colleagues and stores managers to solve problems & maintain exceptional services
- Demonstrate a high level of attention to details when working with a large number of products
- Effectively responsible for organizing stock and checking stock availability

Head waiter - My My Restaurant (Pine Wood Shopping Complex) **Feb 2017 - Sep 2017**

- Directed staff & oversaw the smooth operation of the restaurant
- Professionally served and addressed to customers' demands under time pressure
- Effectively developed strong problems solving skills through regular communication with customers and other staff

- Regularly having team member discussion to figure out issues & to improve customers experience

Other Employment History

Sales Consultant at Sports Fusion - Retail shoe store in CBD

2011 – 2013

- Autonomously managed the shoe shop & completed daily sales reports
- Closely engaged in customers' purchasing through verbal communication to improve their experience and to promote products
- Promptly took action against situations such as lacking stock or incorrect orders
- Productively served customers during peak hours

Achieving skills: Developed customer-oriented communication skills and the ability to handle emergency issues

Waiter/ Barista

2016 — 2017

Fountains Restaurant with 50 seats catering to campus staff and outside customers

- Enthusiastically served customers during long shift
- Responded to questions about the cuisine and quickly made recommendations
- Demonstrated accurate and efficient cashier ability
- Quickly checked costumers' satisfaction and responded to unforeseen circumstances

Achieving skills: Improved my communication skills with customers and ability to multi-task

Personal Attributes

- Proficient communication skills and customer service gained while dealing with customers' enquiries
- Professional and friendly attitude in all situations to promote positive images of the business
- Experienced in working under time pressure in different working environments but still providing high levels of accuracy while serving customers
- Being able to compute quickly and learn about new smart appliances to improve management and customers experience
- Reliable and trustworthy with a strong work ethic as demonstrated by achieving good academic results and gaining trust of colleagues at work place
- Excellent time management skills developed through managing academic work load and various tasks in different roles.

References

- Trevor Molloy (Proprietor at Newsagency): 04 091 717 20
- Janaka (Store Manager at Coles Express) :04 239 171 54