

Jack Corless

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Montrose, Victoria, 3765

Experience

APPRENTICE HAIRDRESSER

Rhodes Hair & Spa

Hawthorn, Victoria

January 2020 - June 2022

- Recommending hair products and services
- Building relationships and engaging clients through their entire service
- Booking appointments in the salon and on the phone
- Toning, colouring and styling clients
- Communicating with management, reception and hairdressers on rapid changes throughout the day
- Extensive use of shortcuts and POS software

RETAIL SALES ASSOCIATE

Vodafone

Chirnside Park, Victoria

September 2022 - August 2024

- Recommending and tailoring sales to customers' wants and needs
- Extensive use of Pronto and Siebel
- Strong customer service and communication skills
- Working with sensitive data regularly: contracts, ID, and personal information
- Setting and maintaining targets
- Managing customer complaints and follow-ups

ASSISTANT STORE MANAGER

Vodafone

Chirnside Park/Cheltenham, Victoria

August 2024 - Present

- Interviewing potential candidates
- Running regular performance catch-ups with team members
- Mentoring and upskilling team members
- Handling conflicts and providing constructive feedback
- Leading change in the workplace
- Building a positive, productive work culture

EDUCATION

DIPLOMA OF WEB DEVELOPMENT

Coder Academy (Academy of Interactive Technology), Melbourne, Victoria

ADDITIONAL SKILLS

- Strong Deductive reasoning and problem-solving skills
- Interpersonal/communication skills
- Constructively and positively disagreeing
- Content and focused in a fast-paced environment
- Ability to interpret, understand, and navigate feedback

REFERENCES

Tess Egan - Rhodes Hair & Spa
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