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| James McGregor | |  |  | | --- | --- | | Surfers Paradise, Gold Coast - Queensland |  | | +61 403 625 486 |  | | jam\_allan@hotmail.com |  | |

# Skills and Qualities

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| * Ability to empathize with people from all walks of life gained from both my extensive customer service experience and volunteer experiences * Have extensive experience in providing face to face customer service, and handling customer complaints * Excellent at learning how to navigate computer systems and learning how to use new software * Able to work under pressure, both independently and in a team | * Competent and confident in completing data entry tasks and using Microsoft Office software * Extremely reliable worker with a flawless history of turning up on time, and never letting my team down * Love to challenge myself, learn new skills and seek out new experiences |

# Work Experience

### September 2006 – Present (15 years)

## Customer Service Representative - Woolworths Limited, Southport, Queensland – Australia

* Face-to-face customer service with experience in handling customer complaints and queries.
* Required to work both independently and in a team in one of the busiest Woolworths supermarkets on the Gold Coast.
* Undertaken supervisory roles which required managing a small team of 5-6 team members at any given time.
* Stock handling and inventory maintenance using internal inventory system.
* High quality merchandising and display methods to increase customer spending.
* Entrusted by store management to have access to the business’ safe for the purpose of balancing the safe and making deposits and transactions.
* Data entry into the company’s database of safe transactions and cash pickups from the cash registers.

### NOvember 2018 – January 2020 (1 year and 3 months)

## Emergency Relief Volunteer - Wesley Mission Emergency Relief Hub, Fortitude Valley, Queensland – Australia

* Conducting sensitive interviews and screenings with culturally, and gender diverse clients.

accessing the service who have been experiencing homelessness, domestic violence, substance addiction and financial hardship.

* Accurately entering sensitive client information into the Wesley Mission’s case management database.
* Provided information and assistance to clients over the phone.
* Providing client with referrals to other social service organizations in the region according to the client’s specific needs.
* Packaging of emergency food hampers, toiletry packs and providing medical script vouchers to clients.
* Worked effectively and respectfully in a diverse team of approximately 10 people.

### July 2014 – April 2015 (10 months)

## Communications Assistant (Volunteer) - Freeland Foundation, Bangkok and Prachinburi – Thailand

**Over an 8-month period I undertook a volunteer role based in both Bangkok and Prachinburi province. This position required a strong level of independence as well as the ability to work in a cross-cultural team environment.**

* Captured photographic material and documented developments in wildlife conservation projects in Thailand’s Eastern Forest Complex.
* Liaised extensively with Freeland’s head office in Bangkok to provide updates on conservation projects in rural Thailand.
* Developed strong working relationships Thai National Park anti-poaching rangers while accompanying them on anti-poaching missions.
* Liaised with Animal Planet documentary filmmakers and assisted them with the capturing of video documentary material throughout the city of Bangkok.

# Education

### Present – Due to graduate in November 2022

## Bachelor of Arts (Political Science/History) - University of Queensland - Australia

Favourite subjects studied so far in degree, include: History of the Modern Middle East, Landmarks of Political Science, International Organizations and Cooperation, Modern History of Southeast Asia.

### January 2008 – November 2008

## Diploma of Business Studies - Queensland TAFE, Gold Coast - Australia

Developed a practical and in-depth understanding of business principles with a focus on marketing, accounting and statistics in the workplace.

## Year 12 High School Certificate – John Paul College, Queensland - Australia

# Extra-Curricular

* Overseas travel (Southeast Asia, East Asia, North America and Europe)
* Long distance running, trail running and hiking
* Avid book reader
* Currently teaching myself to learn Python, a computer programming language
* Languages: English (Native), Thai (Advanced proficiency)

# Referees - Available upon request at interview stage.