

# JASON FORREST HOLLIS

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[LinkedIn Profile](<https://au.linkedin.com/in/jasonhollis>)

## ## Profile

Versatile and customer-focused professional with extensive experience in providing exceptional service, problem-solving, and working in dynamic team environments. Strong ability to assist customers, maintain organization, and adapt to new challenges. Passionate about delivering positive experiences and ensuring seamless operations.

## ## Key Skills

- Exceptional Customer Service
- Teamwork & Collaboration
- Problem-Solving & Adaptability
- Attention to Detail
- Effective Communication
- Safety & Compliance Awareness
- Multi-tasking in Fast-paced Environments

## ## Professional Experience

### ### Customer Service & Retail Support

**\*\*Various Roles | 2021 – Present\*\***

- Greet and assist customers, ensuring a positive shopping experience.
- Help customers find products and provide knowledgeable recommendations.
- Maintain clean and organized space

- Follow company policies to ensure safety, compliance, and best customer service practices.
- Work collaboratively with team members to support store operations.

### ### Small Business Owner & Consultant

**\*\*KTP Digital Pty Ltd, Melbourne, AU | Feb 2021 – Present\*\***

- Provided hands-on customer support and troubleshooting for various technologies.
- Assisted small businesses with operational efficiency and problem-solving.
- Maintained strong customer relationships through personalized service and technical assistance.

### ### Various Leadership & Customer-Facing Roles

**\*\*Multiple Companies | Previous Years\*\***

- Worked with diverse teams in different industries, developing strong people skills.
- Managed customer interactions, resolving inquiries, and ensuring customer satisfaction.
- Led initiatives to streamline service delivery and improve team efficiency.
- Complete CV back to 1992 available upon request

## ## Education & Certifications

- Ongoing Professional Development in Customer Service & Retail Operations
- ITIL Certification
- Additional certifications in technology and business process improvement

## ## Interests

- Engaging with people and providing excellent service.
- Continuous learning and self-improvement.
- Home automation, technology, and retail operations.

## **## References**

Available upon request.