

Alvarez Job Tsan Wing Chow

Preferred Name: Job Alvarez Chow
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About Me:

I am an outgoing, hard-working, and fast learning person. I am currently looking for a job that will help me show my new employer my existing skills and that will also challenge me and allow me to gain new skills along the way. I have extensive hospitality, retail, and customer relations experience. I am known to stick to tasks and am very easily motivated; I will do any job that is asked of me. I am always on time and I am very flexible with hours, giving any future employer a 24 hour, 7 days a week fully flexible availability.

I am extremely loyal to my workplace and find it very hard to leave any employment, so I am not looking for a temporary job but in fact looking to enter myself into a challenging, rewarding career. I have a good eye for detail and am extremely passionate about people, Love being apart of a team; I enjoy interacting with people from all parts of the world in any form, face-to-face, over the telephone, and even via email. I have traveled extensively for someone of my age and like to do a lot of research both before and during travel in order to both enjoy and get the most out of the experience.

Educational Background:

Not only did I complete grade 12 at Kings Glory, in Hong Kong, but I have also since studied further.

2007 – 2007 Course: English for Business Purposes
Sarina Russo English School

2007 - 2008 Course: Certificate III in Hospitality
Sarina Russo School - Brisbane

2008 - 2009 Course: Diploma of Event Management
Southbank Institute of Technology

2021-2022 Course: Diploma of Information Technology
Coder Academy

Paid Employment:

Step 2007 - Mar 2008 Sizzler Brookside

Position: Front of house, food and beverage attendant.

Duties:

Greeting and seating customers

Taking orders, delivering orders to tables, in a safe, timely manner.

Back of house cleaning and stocking duties

Step 2008 - 2009 Stamford Plaza Brisbane

Position: Food and beverage attendant, room service.

Duties: Room service, housekeeping,

Telephone inquiries (including complaints),

Restaurant set up.

Oct 2009 – Dec 2013 – David Jones, Queens Plaza, Brisbane

Position: Sales assistant and Assistant Supervisor of Young Men's Fashion.

Duties:

Customer assistance, both in-store and telephone inquiries

Stacking shelves, stock recovery, and stocktake

Serving customers on registers, folding clothes

Showing customers "top sellers", managing the fitting rooms

General cleaning before and after the store is open

Promoting of the David Jones American Express Card.

Achievements: Employee of the month November 2011.

Jetstar Altara causal Cabin Crew -December 2013

Position: Cabin Crew

Duties: To ensure all passenger's safety. Doing our best to keep all passengers comfortable and informed while they fly. Make sure all of the safety equipment onboard is working and explained. make announcements and demonstrating a great record of safety and customer service

Virgin Australia Cabin Crew March 2015- 12/2018

Position: Cabin Crew

Duties: To ensure all passengers' safety includes duties such as conducting safety briefings on board, assisting our special needs guests, administering first aid, preparing and delivering food and beverage services, and providing exceptional customer service to ensure we exceed our guests' expectations onboard the aircraft.

RACQ Jan/2019- April/2020

Position: Part-time Consultant

Duties: Managing a large number of inbound and outbound calls in a timely manner. Setting up Insurance policies. Handling Objections, Listening to Members' needs, and building a good rapport with members, selling members the best product suitable for their individual needs. also providing members with general advice insurance, working with different software, and meeting personal and team KPI.

Australia Public Service (Centrelink covid 19 team) April 2020/ Current

Position: Customer service officer Causal

Duties: Transferring calls to the right department in a timely manner, answering queries about jobseeker payment, Helping customers set up MYGOV over the phone.

Additional Skills:

I am very computer literate and have experience both on Mac and PC using all programs (Word, Excel, etc). I have a valid RSA and first aid/CPR certificate. I can also work an espresso/coffee making facility. Highly motivated and I've got the ability to work under pressure. As well as these skills I can also speak and write fluently in three different languages (English, Spanish, and Cantonese). Also willing to learn any other languages to help me improve myself.