

Jack Pearson
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Experienced customer service/sales consultant across many industries looking to support myself throughout my studies.

Work Experience

- **Heritage Bank | Senior Member Experience Officer and Home Lending Specialist. Feb 2017 - Oct 2019 | Sep 2021- Sep 2023**

Across my total of 4 years with Heritage Bank I gained experience in many areas of the bank. My primary role was as a Senior Member experience Officer where I was in charge of general teller duties, personal lending and business accounts. I then moved to Home Lending. I have gained skills across customer service, cash handling, sales, training other staff and fine tuning both written and verbal communication. These skills were vital in building quality and lasting relationships with the bank's members.

- **Amart Furniture | Sales Representative | Feb 2021 - Sep 2021**

Primary duties are to be available on the floor to then use the sales process and techniques in assisting customers selecting their furniture. Other duties included showroom maintenance, assisting dispatch in building furniture and bagging old stock. This role allowed me to further develop my communication and customer service skill sets.

- **Sunsuper | Customer Interactions Representative | Oct 2019 - Jun 2020**

Throughout my tenure with Sunsuper, I was the first point of contact for members regarding the superannuation accounts. I was tasked with answering any questions and then also educating the members on complex concepts and strategies to assist them through the various stages of the super life to get the most out of the fund.

Education

- **Diploma of IT | Coder Academy | Currently Enrolled**
- **Diploma of Financial Planning | Monarch Institute | March 2020**
- **Certificate IV in Banking Services | Heritage Bank | November 2017**

References are available on request.