

KAI AYDAN NORTH

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PROFESSIONAL SUMMARY

Enthusiastic Software Engineering student at 42 Adelaide with a diverse background encompassing Contact Centers, Job Coaching, Administration, Social Media Management, Showroom/Front of House, and Market Sales. Proficient in delivering exceptional customer experiences and fostering a collaborative work environment. Committed to resolving challenges efficiently, with a blend of empathy and diplomatic conflict resolution skills. Explore my portfolio, websites, and socials through my [linktree](#) or view my portfolio directly [here](#). Passionate about leveraging technology to drive positive change and contributing to a dynamic team.

CORE STRENGTHS

Diligence | Cognitive Empathy | Communication
Creativity | Adaptability | Accountability

KEY SKILLS AND ATTRIBUTES

Strong communication skills repeatedly demonstrated during my time as a Job Coach at MADEC while cultivating client relationships with only telephone and digital communication.

The ability to work within time constraints such as managing appointment to make sure they ran within the allotted time frame and covered all required points.

Openness to feedback and strive to improve as shown after the KPI change within the OSIR Customer Service team and working to meet the new standards.

Empathy and open-mindedness shown with clients at MADEC, understanding their struggles, encouraging them to express their needs and achieve their goals.

Adaptability highlighted in both call centre roles by maintaining call quality and control when callers have unexpected problems that need to be solved.

Collaboration and contributing to team development, for example my Culture Club participation within OSIR. Organising office events and contributing to a positive team environment.

CAREER TIMELINE

Customer Service Officer – Office of Student Identifier Registrar (OSIR)	May 2022 – September 2023
Job Coach (Digital/Call Centre) – MADEC Australia	October 2021 – May 2022
Mentoring/Support – Individual NDIS Client	2021
Admin, Social Media, Showroom & Market Stall – Easy Turning Green	January – May 2021
Administration Assistant – Polson Ceilings	2017 – 2018

EDUCATION

Creating Positive Conversations with Challenging Customers – LinkedIn Learning	2022
Cash Handling & Transaction Management – Clear to Work	2022
Body Language as a Sales Tool – Clear to Work	2022
Negotiation & Persuasion – Clear to Work	2022
South Australian Certificate of Education – Aberfoyle Park High School	2019

VOLUNTEERING & OTHER EXPERIENCE

OSIR – Culture Club *(September 2022 – September 2023)*

Being a part of the Culture Club was an excellent experience, it allowed me to contribute to the office and help support the team culture and morale. My personal favorite contribution was finding events to add to the Event Calendar such as October a Fundraiser for Assistance Dogs Australia!

Kai Aydan Support Hub *(2022)*

During my time as a job coach I saw how a lot of people struggled with resume building. It was a part of my job to help clients get basic resumes together, but there was never sufficient time given their starting points. In personal time I developed a website containing resume templates I designed as well as providing guides showing other resources for job searching, housing and various other support information. I am currently in the process of re-making the website from scratch rather than using a website builder like I made back in 2022.

Reception & Showroom Attendant Work Experience *(2018)*

Work placement at IPC Granite. Experienced reception, showroom management and being the first point of contact for customers in an in-person setting.

World Challenge Program through Aberfoyle Park High School *(2018)*

Volunteering including bricklaying and painting a new school in Cambodia. Managing accommodation for the group of 20 participants, overcoming language barriers and assisting in the organization of travel and bookings.

EQHQ - Equality Headquarters at Aberfoyle Park High School *(2016 - 2019)*

High School LGBTQ+ Student Support Group. Contributing to group discussion and planning. Assisting in the coordination of events. Supporting peers wherever possible.

Big Brother/Big Sister Program at Aberfoyle Park High School *(2017)*

Assisting Year 8 Student's transition into High School as a Senior Student. Answering questions, addressing support needs, and helping ease the anxiety they were having. This involved regular homegroup visits and running icebreakers and activities.

CLEARANCES – WILLING TO UPDATE ANYTIME

AGSVA Baseline Security Clearance (Nov-2022)

Police Check (2021)

Working with Children Check (2022)

Working with Vulnerable Persons DHS Clearance (2022)

REFERENCES

Jarrad Lee

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