

KONNEN HANNAFORD

📍 SYDNEY, 2049, AUSTRALIA 📞 0451107224

◦ DETAILS ◦

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Australia
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◦ SKILLS ◦

Adaptability
Customer Service
Ability to Work Under Pressure
Problem Solving
Dedicated team player
Time Management Skills
Communication

👤 PROFILE

I am seeking a career that allows me to demonstrate my skills and knowledge to take part as a positive influence in the community. I am a self motivated professional with experience in a range of industries and a track record of working collaboratively with team members to achieve goals.

📁 EMPLOYMENT HISTORY

Trading Assistant Team Leader at Bet365, Sydney

2020 — 2021

- Scheduled daily tasks based on immediacy and importance.
- Communicating across multiple departments on a local and global scale to ensure the smooth running of business
- Leading a team on the general desk, overseeing rosters, job roles and change of titles

Senior Trading Assistant at Bet365, Sydney

2018 — 2020

- Advanced palpable errors & odds corrections
- Training and monitoring the progress of new members
- Completing live and urgent tasks to assist Pre-Game & In-Play traders
- Demonstrating ability to manage the control desk when senior management was not available.

Trading Assistant at Bet365, Sydney

2016 — 2018

- Processing Sport queries in conjunction with Bet365 rules in a timely manner
- Creation of events, fixtures & markets
- Ensuring tasks and checks were completed so that the days fixtures and upcoming fixtures were ready for trade
- Working with internal staff and external sources to resolve past, live and future match issues

Coach at Little Kickers, Gold Coast

2012 — 2016

- Leading soccer classes to children from 18 months to 7 years
- Assisting coaches at a range of venues
- Performing setups and safety checks of venues prior to operation
- Training new staff in order to allow the children to have the most enjoyable and valuable time

Customer Service Assistant at Masters Home Improvement, Gold Coast

2012 — 2016

- Providing customers with product information across a range of home and hardware goods
- Experience dealing with cash handling and end of day processes
- Creating trade quotes and sourcing products from suppliers for customers
- Training new staff in daily operations



EDUCATION



Bachelor of Business (Sports Management Major), Griffith University, Gold Coast
2011 — 2015



Bachelor of Government and International Relations (International Relations Major, Griffith University, Gold Coast
2011 — 2015



INTERNSHIPS



Student Guild Board, Sport & Cultural Activities Member at Griffith University, Gold Coast
2013 — 2015

- Working on an election campaign for student members
- Developing ideas to encourage student participation in the University and its activities offered
- Developing events and programs for students
- Decision making in relation to University sporting teams and events
- Organising cultural events and awards
- Proposing and helping to organise events to be held on campus
- Providing assistance and leading tours for new students



Gold Coast Rugby Intern at Gold Coast District Rugby Union, Gold Coast
2014 — 2014

- Assisting in establishing a new sponsorship programs with local clubs on the Gold Coast
- Data entry and daily office tasks



Student Intern at Special Olympics, Brisbane
2014 — 2015

- Completing daily tasks in the Special Olympics QLD office in Brisbane
- Assisting in preparations of Special Olympics events
- Reviewing information for associated company, SMG
- Contributing writer to SMG 2014 World Cup Watch



Student Intern at QLD Cricket, Gold Coast
2012 — 2013

- Assisting in redeveloping Ipswich Logan Cricket Club
- Assisting staff in match day operations
- Working on the My-cricket website to ensure club information is recorded and maintained



REFERENCES



Joseph Osman from Bet365
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Matthew Kerr from Bet365
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