

Liam Moreland - Customer Service and Management

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Profile	Dedicated and passionate professional with over 6 years of experience in retail, and 2 years collective experience in leadership. I have a proven track record of enhancing customer experiences through genuine engagement and exceptional service, by going above and beyond the expectation.
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Employment History

Aug 2024 - Present	UX Designer Internship, NIB Thrive <ul style="list-style-type: none">Contributed to the redesign of the platform’s navigation to improve staff workflows. We identified UI redundancies and integrated existing user workarounds into the platform, resulting in a more efficient UX.
Nov 2023 - Feb 2024	Product Management Internship - Optus <ul style="list-style-type: none">Initiated an end-to-end design solution to prevent password sharing. By using agile methodology and collaboration with designers and development, our solution prevented 14,000 accounts from password sharing.Designed the UI mock-ups using Figma, for Optus Sport password sharing journey and TV app video player.
Jul 2023 - Nov 2023	Team leader - Canon Store <ul style="list-style-type: none">Led a large team of 25, working on business process outsourcing.Oversaw the development of training plans for new employees. By collaboratively with leadership to implement instructional design practices, we successfully halved the initial onboarding time.
Aug 2022 - Jul 2023	Assistant Manager - Oscar Wylee <ul style="list-style-type: none">Led a small team of 6, while working closely with management to achieve business KPI’s and improve customer experience.Introduced customer-centric sales strategies specific to our stores demographic, that drove positive online reviews over the period of 6 months.
Jul 2017 - Aug 2022	Customer Assistant - Oscar Wylee <ul style="list-style-type: none">Retail sales, focusing on lasting customer relationships.Successfully hit store-set KPI’s consistently over a 5 year period, this improved my time taken to make sales and quality of customer experience.

Education

Feb 2020 - Nov 2023	Bachelor of Design (Interaction Design) - University of Canberra <ul style="list-style-type: none">Vice President of the Design SocietyGraduated with a high distinction GPA
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Skills & Technologies	<ul style="list-style-type: none">Effective communicationEmpathy and emotional intelligenceProblem-Solving Skills	<ul style="list-style-type: none">Microsoft suiteAdobe suitePOS systems
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