

Mitchell Shaw

Retail Sales Assistant

CONTACT

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mitchellshaw@outlook.com

LinkedIn
www.linkedin.com/in/mitchell-shaw-05a032144/

EDUCATION

Emmaus Catholic
College
Sydney Year 12
General English, Business
Studies, Design & Technology,
Information and Technology
(Certificate II), Modern History
November 2015

TAFE NSW
Sydney Cert IV
Information & Technology
June 2018

Western Sydney
University
Sydney,
Bachelor of Computer Science
Current

SKILLS

★★★★★ Attention to Detail
★★★★★ Relationship Building
★★★★★ Positive Attitude
★★★★★ Team Leadership
★★★★★ Customer Service
★★★★★ Communication Skills

A dedicated professional with 9 years of experience in the Esports industry and 3½ years in retail.

An expert in communication, teamwork, and problem-solving.

PROFESSIONAL EXPERIENCE

Retail Sales Assistant, Kmart  Sydney
July 2023 – Current

- Over 1 years' experience in retail sales and have been trusted with unloading and sorting shipments, cutting open boxes, organizing inventory, and transporting goods using pallet jacks.
- Maintaining a clean and organised warehouse environment, assist in filling shelves and providing excellent customer service on the sales floor.

Professional Gamer, 100 Thieves  Los Angeles
Nov 2022 – May 2023

- Communicate and coordinate with team members and coaches to develop and execute effective game plans and strategies.
- Provide in-game commentary and entertainment for the fans, as well as influence the League of Legends community and culture through social media and streaming platforms.
- Adapt to the changing nature of the game and the industry.
- Providing Riot Games (the game developer) with feedback.

Professional Gamer, Cloud 9  Los Angeles
May 2022 – Nov 2022

- Competing and performing in a fast paced team environment.
- Demonstrating expertise through repetition, practice and review.
- Developing strategic planning and execution.
- Build a strong brand through social media channels to find potential sponsorships and interact with fans.

Professional Gamer, Immortals  Los Angeles
Nov 2020 – May 2022

- Competing and performing in the highest level of competition in North America (League of Legends Championship Series).

HOBBIES

Travelling
Gym
Sports
Video Games

PERSONAL DETAILS

Driver's License

LANGUAGES

English

Retail Sales Assistant, Blockbuster



Sydney

Dec 2013 – July 2016

- Over 2 ½ years' experience in retail sales and have been trusted with extensive duties of opening and closing the store with extensive cash handling.
- Providing excellent customer service by answering questions about movies, merchandise, and promotions and ensuring customer satisfaction both in person and on the phone.
- Restocking movies, games, snacks whilst maintaining visually appealing and effective displays for the entire store.

REFERENCES

TONY TUPOU, MANAGER AT KMART
0474 000 575

MR JOSEPH JANG, GENERAL MANAGER AT 100 THIEVES
JOSEPH@100THIEVES.COM / [TWITTER.COM/JUNGLEJUICELOL](https://twitter.com/JUNGLEJUICELOL)

MR JONATHAN TRAN, VICE PRESIDENT OF TALENT OPERATIONS AT CLOUD 9
JONATHAN@CLOUD9.GG / [TWITTER.COM/JONATHANAKTRAN](https://twitter.com/JONATHANAKTRAN)