

KEY SKILLS

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| <ul style="list-style-type: none">• Counselling• Administration• IT Systems | | <ul style="list-style-type: none">• Adobe Suite• Microsoft Suite• Basic Programming |
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ACHEIVEMENTS

- Completed Therapy and Administration Volunteer-ship
- Achieved highest results in Statistical Research Methods, and Counselling Theory and Practice
- Achieved 1# salesperson in QLD/NSW region on 4 occasions
- Received Outstanding Service Award

QUALIFICATIONS

- Bachelor's Degree of Behavioural Science with Distinction
- Bachelor's Degree of Justice
- Diploma of Justice Studies

WORK EXPERIENCE

Smart Electrical Clearance Outlet, Sales Consultant

October 2020 – March 2023

- Qualifying customers, negotiating pricing, handling disputes and exceeding sales targets
- Training new sales assistants in sales methodology, store procedures, and administrative duties
- Coordinated with warehouse team and couriers to arrange new product orders and deliveries
- Resolving conflict and mediating conversations with customers towards positive outcomes
- Utilised quick thinking and creativity to effectively resolve customer problems and administrative issues
- Opened and closed multiple store locations, recording EOD financials, etc

Sanity Entertainment, Sales Assistant

August 2018 – January 2020

- Routinely exceeded a range of KPI targets in a sales driven environment
- Upsold accessories and secured pre-orders
- Built rapport and facilitated productive conversations with customers
- Responsible for opening and closing multiple store locations with entailing duties (recording EOD financials, generating KPIs for the following days, ensuring the store is tidy and clean, etc.)

Character Builders, Camp Facilitator

February 2018 – July 2018

- Lead a range of team building activities at schools, venues, and campsites
- Guided group discussions that emphasised personal development, growth, reaching goals and building healthy relationships
- Handled sensitive issues and resolved conflicts between camp attendees
- Prepared and executed spoken addresses to camp attendees regarding house rules of the event, topics explored throughout the camp, and at the closing of the camp
- Managed the maintenance and storage of equipment used during activities

Character Care, Summer Volunteer-ship**November 2017 – January 2018**

- Undertook physical projects during the construction of the workplace (building, gardening, painting, etc.)
- Participated in workshops trialling various therapy methods and team building exercises
- Carried out therapy sessions in a supporting role, counselled clients with supervision, and participated in feedback sessions with other volunteers
- Produced written articles centred on therapy practices and theory, as well as videos highlighting venues and activities for the social media page and other marketing tools

Corinda Mowers, Sales Assistant**January 2018 – July 2018**

- Sold gardening equipment, including ride-on lawn mowers, push mowers, whipper snippers, etc.
- Diagnosed mechanical issues, quoted, and performed administration tasks for equipment repair
- Processed new stock, handled customer and supplier orders, as well as repairs and services
- Processed wages, EOD financials, and performed book keeping duties

LJ Hooker, Video Producer**February 2017 – October 2017**

- Produced, filmed, and edited videos that showcased properties and agents
- Wrote scripts and storyboarded promotional videos for real estate agents and properties for sale
- Handled video production equipment and software
- Managed the wants and preferences of agents, actors, and property owners during the filming and postproduction stages

EDUCATION**Tertiary Education****Queensland University of Technology, 2022**

- Bachelor of Behavioural Science with Distinction
- Bachelor of Justice (Majoring in Criminology and Policing)

TAFE Southbank, 2014

- Diploma of Justice Studies

Primary & Secondary**St Peters Lutheran College, 2013**

- High School Diploma

REFERENCES**Jason Yoo, General Manager – Smart Electrical Clearance Outlet**

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Paul Cullis, Store Manager – Sanity

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