

Nicholas Lancaster -

Junior Developer

I am motivated, productive and encourage my fellow workers. I care passionately about applying the utmost effort to all work and deliver results that exceed expectations. Additional traits include positivity, energy and resilience. I am a team player and communicate well with others. I also exceed targets autonomously, which results in compliments and rewards. I am service focused and extremely successful in all areas of customer interaction. I am very good with financials and analyse work to improve profit margins.

Recent Experience

03-2017 to 01-2021 **Contents Restoration Supervisor/Customer Service Officer**
Steamatic Cleaning and Restoration Pty Ltd

- 95% adherence to KPI's by redesigning task workflow
- Facilitated and delivered training in workflow management and enhanced team productivity
- Trained entire Perth administration team
- First ever to complete catastrophe event portfolio in less than 2 months
- Customer service excellence with total satisfaction success

11-2015 to 12-2016 **Examinations and Venture Manager**
Genix Ventures Pty Ltd T/A Exam Prep Solutions Pty Ltd

- Implemented staff lunches – improved team motivation
- Moved client exam room layout and improved efficiency
- Improved revenue through daily schedule management
- Lead, managed and motivated a team of 3
- Successfully recruited and trained new staff

03-2014 to 10-2015 **Insurance Contracts Management Customer Service Officer**
Steamatic Cleaning and Restoration Pty Ltd

- Process re-mapped to improved KPI performance
- National document audits to improve KPI quality
- Trained multiple new team members
- Lead KPI adherence through dedication and efficiency

Education

2021 **Monash University**
Coding Boot Camp

2009 **Bachelor of Business**
Swinburne University of Technology
Majors:

- Human Resources Management
- Japanese Language

Training, Leadership and Community Involvement

- Andrew Percy Employee of the Year (Steamatic)
- Created and managed charity event for NSW Farmers
- Co-managed, planned and delivered a children's health day as a volunteer

Personal Information

Address

29a Joy Street
Frankston Victoria 3199


Phone


0401 293 883

Email


nlyhl87@gmail.com


Skills

Outperforming time limits 

JavaScript 

HTML and CSS 

Customer Service 

Processing – MS Office and other 

Languages

English Fluent

Japanese Intermediate

Korean Beginner

Hobbies and Activities

Woodworking Beginner

Fishing Advanced

Computer Building Advanced

Web Coding Beginner