

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

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Frankston Victoria 3199




Phone

0401 293 883

Email

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Skills

- Outperforming time limits 
- Learning and developing 
- HTML and CSS 
- Customer Service 
- Processing – MS Office and other 

Languages

- | | |
|----------|--------------|
| English | Fluent |
| Japanese | Intermediate |
| Korean | Beginner |

Hobbies and Activities

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|-------------------|----------|
| Woodworking | Beginner |
| Fishing | Advanced |
| Computer Building | Advanced |
| Web Coding | Beginner |