

RESUME JENKINS

Personal Details:

Name: Mr. Nathan Jenkins

Contact Details:

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CAREER OBJECTIVE

I am seeking a challenging and secure career opportunity to expand my skill set and utilise my broad range of skills. I am seeking a position with flexible hours to balance with school work, whether that be part time or casual.

Undertaking different roles within the various industries has allowed me to understand different organisation structuring and the various processes and procedures within each of these companies. Various workplace positions have also allowed me to gain experience on the forklift and excel in any role in the workforce, individually and with co-workers.

I have learned multiple interpersonal skills while working in retail/transport and logistics. I am prepared to take on a challenge in any set environment. I am a hardworking, reliable, and passionate person. I'm willing and prepared to grow and learn along the way. I also present great adaptability skills which will allow me to grow further in the workplace.

SKILLS AND ATTRIBUTES

- **Effective Communication** - Developed through liaising with internal staff and external customers at all levels of management via telephone, email and in person
- **Provide Outstanding Customer Service** - High experience in customer services gained through the different customer roles.
- **Planning and Organising** - Efficient planning and organisational skills that balance work, team support and responsibilities in a timely and professional manner.
- **Teamwork Skills** - Possess strong commitment to team environment dynamics with the ability to contribute expertise and follow leadership directives
- **Adaptability and Flexibility** - Highly capable of adapting to work change from working different industries and job roles
- **Positive Attitude and Energy** - Cheerful and positive attitude towards all people and easy to interact with
- **Strong work ethic** - Focused and ready to listen and complete the task at hand.

EMPLOYMENT HISTORY**Oct 2021 - Feb 2022** [Polyair Cockburn Central](#)**Position Held****Warehouse Assistant and Customer Service Consultant****Duties Include:**

- Loading/unloading Couriers and Customers in a timely manner
- Picking and packing stock items for scheduled pickups
- Keep warehouse safe of hazards to avoid injuries
- Communicate effectively with co workers and managers to stay on top of the workload
- Maintaining accurate knowledge of stock locations and availability
- Ensuring all customers acquire the correct parts to complete their jobs
- Effectively operating standard and high reach forklifts

Sep 2020 – Aug 2021 [Matic Transport Karratha](#)**Position Held****Delivery Driver****Duties Include:**

- Loading, transporting, and delivering items to clients or businesses in a safe and timely manner
- Deliver a wide variety of items to different addresses and through different routes
- Follow routes and time schedule
- Prepare and inspect delivery vehicle
- Complete logs and reports
- Review orders before and after delivery to ensure that orders are complete, the charges are correct, and the customer is satisfied
- Providing excellent customer service, answering questions, and handling complaints from clients
- Abiding by all transportation laws and maintaining a safe driving record
- Preparing reports and other documentation relating to the deliveries
- Operating equipment and machines, such as cars, trucks, forklifts, etc.
- Train multiple new employees (scanners, yard rules, delivery locations etc)

Sep 2018 - Aug 2020 [K-Mart Karratha](#)**Position Held****Casual Retail and Stock Clerk****Duties Include:**

- Communicate with managers and coworkers
- Ensure that the sales floor stays well supplied
- Stocks shelves, rotate and face products to look presentable
- Assists customers in finding products on the sales floor
- Offer advice to customers on products and directing them on the location of products
- Cleaning retail shop

Dec 2017 – Jun 2018 [EB Games Karratha](#)**Position Held****Customer Service Consultant****Duties Include:**

- Answering all phone and email enquiries in a professional and courteous manner
- Ensuring efficient and accurate turnaround of customer phone and email requests
- Maintaining in-depth and accurate knowledge of product, promotions, and the video game/pop-culture industries

Resume

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- Ensuring all customer complaints and other feedback are managed with care and consideration
- Search and provide requested information to customers and colleagues
- Processing product returns and issuing refunds

EDUCATION, TRAINING AND LICENSES

- Full vehicle (C class) driver's license Western Australia
- WORKSAFE- Forklift - Licence to perform high risk work.
- Completion of secondary school in 2020 at Karratha Senior High School
- Certificates in the transportation industry, such as:
 - Failsafe driver awareness
 - Dangerous goods awareness air and road
 - RACA 1- Agent awareness training

REFERENCES

- Tanya Ianello – Matic Supervisor - 0428253564
- Brenden Fulton – Matic Co-worker - 0429911814
- Ella Rodgers- Kmart Co-worker - 0421613167
- Harrison Kershaw - Kmart Duty Manager - 0456 808 856