

# Vince Causing

## Advertising Creativity Graduate from AUT

An independent and self-motivated graduate that is new to the workforce with excellent research, digital media production, and writing skills. Strong expertise within past customer service roles and understanding consumer insights.

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## SKILLS

Teamplayer

Videography

Photography

Marketing Insights

Copywriting

Able to work in a high-stress environment

Communication

Salesforce

Service Oriented

Customer Service

Barista/Hospitality

Leadership

## EDUCATION

### Bachelor of Communication

Auckland University of Technology (AUT)

02/2018 - 12/2020

Auckland, New Zealand

#### Courses

- Majoring in Advertising Creativity

## VOLUNTEER EXPERIENCE

### Social Media/Marketing

Odd Family - (Odd Daphne Production)

05/2018 - 03/2019

Auckland, New Zealand

A creative collective dedicated to telling stories through 'heartwork'

#### Tasks/Achievements

- Working along with a multitude of talented artists, actors, dancers as well as government agencies to create a production which brings in the issue of mental health in the communities of South Auckland.
- Photoshoots for marketing material.
- Videography during performances.

### Media Creator / Visual Media Coordinator

Horizon.ADP

07/2018 - 09/2020

Auckland, New Zealand

Horizon.ADP is a Dance and Performance Club at AUT in Auckland, New Zealand.

#### Tasks/Achievements

- Coordinating photo/video shoots for the club's dance projects as well as scouting locations for said shoots
- Liaising with the Communications portfolio to create social media promotion for classes
- Managing the social media platform for promotional and informational content

## PERSONAL PROJECTS

Photographer / Videographer [Instagram - @vince.causing] (05/2018 - Present)

- Self-taught photographer that specialises in portraiture, urban and street styles of photography.
- Piece of my work was featured on Canon's New Zealand Instagram page (@canon.nz).

## WORK EXPERIENCE

### **Customer Solutions Agent** Skinny Mobile

04/2019 - 02/2021

*A value-based telecommunications company that provides prepaid mobile and internet services*

Auckland, New Zealand

#### *Achievements/Tasks*

- Working a rotating roster to answer inbound enquiries through a voice queue and online interactions via Salesforce
- Meeting KPI's around call quality and efficiency and anticipating customer future needs in every interactions
- Escalating any issues or trends to Support Specialists or Team Leaders
- Also featured in a social media campaign for a calendar shoot for Skinny Customer Solution Advisers

### **Oceanic Navigator** Auckland University of Technology - AUT

01/2018 - 12/2020

Auckland, New Zealand

#### *Achievements/Tasks*

- Overlooking the transition of high-school leavers into their first year of University.
- Creating an inclusive environment for University students coming from a multitude of cultural backgrounds.
- Took part in UniPrep 2018 as a Navigator/Mentor for first-year students and went viral with the rendition of 'This is Me' by Keala Settle with over 1 million views on Facebook. [!\[\]\(b6d55d0b173caf9b2505126db01e6158\_img.jpg\)](#)

### **Front of House / All-rounder** Little District of Sylvia

01/2019 - 04/2019

Auckland, New Zealand

*An all-day eatery in Sylvia Park, Auckland, sourcing fresh produce, barista made coffee, and a fine selection of beers, wine and cocktails.*

#### *Achievements/Tasks*

- Working customer facing role tending to breakfast, lunch and dinner services.
- Also held the barista role, making espresso based drinks, maintaining the espresso machines and related equipment.
- Regular cleaning and maintenance of the premises and replenishing consumables (Napkins, cups etc.)