

ALEX COOLE



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0411716184



Brunswick West, VIC

KEY SKILLS

- Problem-solving
- Internet research
- Communication
- Implementing software solutions
- Customer service
- Manual labour
- Agriculture

INTERESTS

- Futurism
- Geopolitics
- Horticulture
- Information Systems
- Film
- Music
- Activism

EDUCATION & TRAINING

[2007-2011]

[Gifted and Talented Program, Perth Modern School]

PERSONAL SUMMARY

I am an experienced communicator who brings the work ethic of the agricultural and labour industry to my work in administration and customer service. Looking to take on technology-based roles to further develop my technical abilities.

PROFESSIONAL EXPERIENCE

[Recruitment, Training and Quality Assistant]

[The Social Research Centre] [May 2019 - Present]

Assisting with onboarding of new employees for research projects.

Key Responsibilities

- Screening digital applications.
- Interviewing candidates both over the phone and face to face.
- Making executive decisions on hiring.
- Developing and maintaining applicant databases.
- Liaising with management regarding project quotas.

Achievements

- Improved employee retention rate during first quarter of employment.
- Developed customised applicant tracking system to suit business, reducing hours spent screening digital applications significantly.

[AEDC Inbound Helpdesk Operator]

[The Social Research Centre] [April 2018 – September 2018]

Working on the Australian Early Development Census as an in-bound Help Desk operator,

Key Responsibilities

- Liaising with teachers and school bodies,
- Amending teacher queries.
- Working alongside the AEDC research team to amend technical difficulties.

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[Phone Interviewer]

[The Social Research Centre] [February 2018 - Present]

Collecting data for research projects undertaken by various governmental and academic organisations.

Key Responsibilities

- Cold calling
- Collecting quantitative data according to strict standards of neutrality.
- Liaising with Call Centre Leaders and Project Administrators.

Mechanical Assistant

[W.Coole Mechanical] [2017-2019]

Casually employed on a FIFO basis to assist with heavy diesel mechanical repairs, automotive air-conditioning repairs and general agricultural maintenance.

Key Responsibilities

- Diagnosis of mechanical issues.
- Implementing repair strategies.
- Parts and tool inventory management.

Prior Work

Prior to 2017 I worked in various roles in Hospitality, Retail and as an unskilled labourer. Most notably, I spent 2 years working in the Eastern Kimberleys of Western Australia in remote locations doing construction on indigenous communities and cattle stations for several contracting companies.

Full employment history on request.

REFERENCES

BEN DAVEY

HEAD OF RECRUITMENT, TRAINING AND QUALITY.

BEN.DAVEY@SRCENTRE.COM.AU

LUIS CRAN-LAWRENCE

CALL CENTRE LEADER

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