

Jake Petraglia

Unit 1704 36 La Trobe St, Melbourne 3000
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0401 422 972

Work Experience

2022 - 2022

Passport Production Officer

Department of Foreign Affairs and Trade

Duties:

- Preparing passport documents for printing.
- Sorting and filing incoming mail.
- Scanning and cropping documents.
- Processing passport applications.
- Archiving documents.
- Performing data verification.
- High speed and accurate data entry.
- Providing various administration support.

2021 - 2022

Team Member

Woolworths Metro

Duties:

- Preparing and serving hot food and bakery items.
- Making and serving Coffee.
- Replenishing shelves of stock.
- Opening and closing of the store.
- Loading and unloading pallets of stock.
- Assisting self-serve and check-out customers.
- Operating POS registers.

2018 - 2021

Team Member

Deakin University Student Association Bookshop

Duties:

- Responding to customer enquiries and complaints.
- Communicating with students about textbooks and course information.
- Processing and receiving of customer orders.
- Opening and closing of the store.
- Packaging textbooks for return.
- Loading and unloading pallets of stock.
- Organising and participating in bookshop run events for Deakin Uni.

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Education

2016

Diploma Of Languages

RMIT University, Melbourne City Campus

- Majoring in Japanese Studies and English as an International Language

2012

Victorian Certificate of Education

Catholic College Bendigo

- Successful completion
- Specialisation in English and Russian and Chinese modern history

Relevant Skills

Japanese Cultural & Linguistic Knowledge

Having spent much time in professional Japanese settings, where I am expected to adhere to the cultural expectations that come with this, I feel I am able to use this knowledge to understand the intricacies that come with cross cultural communication, that can otherwise be hard to interpret.

Communication Skills

Through my work at RMIT I have been exposed to numerous situations that require varying levels of professionalism with different communication styles that reflect that. For example the formality required in the speech I presented to the arriving staff and students from the Japanese sister University at RMIT is very different to the casual yet respectful communication style I use with customers at work.

Organisational Skills

My time at Officeworks really developed my ability to be organised as I was in charge of my night shift crew to complete our work in a timely manner, while maintaining cleanliness, safety and ensuring that the required tasks are completed competently and efficiently.

Team Work Skills

While working for the JLPT at RMIT University the different skill levels being tested are run by small groups who work closely together for the day. All team members are expected to arrive prepared on the day, and with an intimate understanding of the fifteen-page Japanese itinerary which was e-mailed out the previous week.

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References

- **Tania Evans**

- DUSA Bookshop Retail Manager

- Phone: 0418 308 036

- **Janelle Pandit**

- DUSA Bookshop Store Supervisor

- Phone: 0481 172 257

- **Marshal Bale**

- Woolworths Duty Manager

- Phone: 0493 159 774