

RESUME

Personal Details

Name: Tiana Falcon

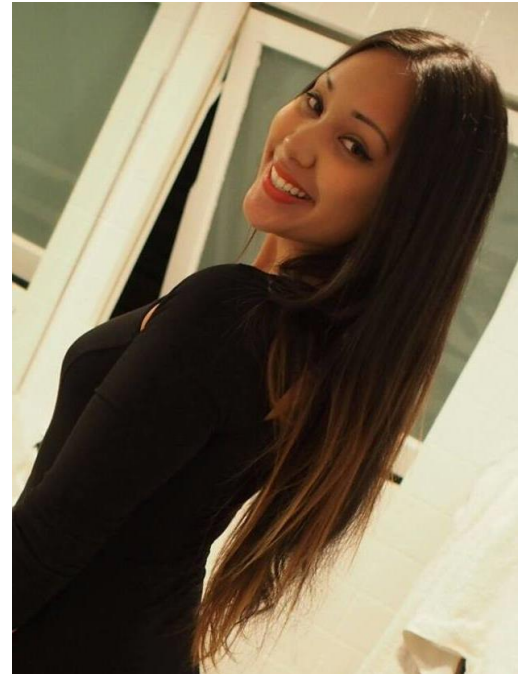
Address: 1 Argoon Street, Carindale Qld 4152

D.O.B: 10 March 1992

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Email: tjuana44@gmail.com



Education

Lourdes Hill College

Brisbane QLD

Senior Certificate – Year 12

2009

Courses & Certificates

*Certificate II Flight Operations – Cabin Crew –
Aviation Australia*

- An introduction to the Aviation Industry
- Occupational Health and Safety
- Human Factors
- Security Training
- Senior First Aid
- Aviation Medicine

- Customer Service Essentials
- Aircraft Systems and Components
- Cabin and Galley Services, including Responsible Service of Alcohol
- Dangerous Goods Awareness
- Emergency Procedures and Equipment

RSA- Liquor Licensing Division- QLD Government

- Identify customers to whom service may be refused
- Prepare and serve alcohol beverages responsibly
- Assist customers to drink within appropriate limits
- Assist alcohol affected customers

Certificate Barista & Coffee Art Course – Coffee School

- Prepare and Serve Espresso Coffee
- Cleaning, maintaining and Operating Coffee machine and equipment
- Foaming Silky Milk
- Using & Setting Coffee Grinder
- Latte/Flat White Art

Certificate II Hospitality- Lourdes Hill College

- Occupational Health and Safety
- Work with colleagues and customers
- Work in a socially diverse environment
- Follow health, safety and security procedures
- Develop and update hospitality industry knowledge
- Follow workplace hygiene procedures

Dune Dally Watkins- Personal Development

- Department
- Grooming
- Fashion

Employment

Lollipops Playland & Cafe

August 2007 – February 2011

Position: Barista/ Child supervision/ Wait staff

Duties:

- Customer service
- Handling the cash registers
- Child supervision
- Making Coffees
- Front Reception Work
- Cleaning
- Entertaining kids in Cat suit

Shingle Inn- Myer Centre

February 2011- August 2011

Position: Barista/ Waitress

Duties:

- Customer Service
- Handling the cash registers
- Making Coffees/ Coffee Art
- Cleaning
- Waitressing

Driving Edge- Promotions

March 2011- Present

Position: Brand Ambassador Team Leader/ Creative Sales

- Customer service

- Demonstrating/ Promoting Specific Products on the market
- Handing out Brochures/ Samples in Shopping Centres
- In-store advertising
- Sales/ Stock count in retailers
- Reaching daily targets and KPI's

Upperhand Promotions

August 2013 - Present

Position: Brand Ambassador/ Promotions

- Demonstrating/ Promoting Specific Products on the market
- Alcohol Promotions
- Selling raffle tickets

East Leagues Club

❖ August 2011- September 2012

Duties:

- Customer Service
- Handling the cash registers
- Making Coffees/ Coffee Art
- Cleaning
- Waitressing
- Counting Tills at the end of the day
- Cooking

Interests:

Basketball
Shopping
Cooking
Film
Music
Dance
Clubbing
Fashion
Gym
Skateboarding
Sewing and fashion design

REFEREES

Name: Kylie Simpson

Position Held: Supervisor

Address: Shop 5A, 1181 Creek Road, Cannon Hill, Qld

Tel: 0405202339

Email: kyliesimpson_87@hotmail.com

Name: Chris Domingo

Position Held: Field Manager of Driving Edge Marketing

Tel:0432063352

Name: Paris Mclaughlin

Position Held: Workmate/Team Leader

Address: 4 Oberon st, Morningside

Tel: 0403422775

Email: Paris_mclaughlin@hotmail.com