

Matt Kayes

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PROFILE

I am enthusiastic, friendly and outgoing with the ability to create a positive rapport with people from a diverse range of backgrounds. Passionate about excellent customer satisfaction and always aiming to deliver an exceptional brand image for the client.



EMPLOYMENT HISTORY

February 2014- Current

Brand Ambassador

Quikstrike Brand Ambassadors

- Fifth Leg Bad Taste Amnesty Wine Swap 2014, First Choice Capalaba
- Engage with store visitors on campaign, wine tasting, coordinate swap of customer wine for Fifth Leg wine.

September 2013 - Current

Brand Ambassador

Kreate Australia

- Suncorp Runpositive Bridge-to-Brisbane, Brisbane Festival Nights and Sunsuper Riverfire
- Engage with visitors, conduct video interviews on the Streaka iPad platform
- Colorbond Australia Product Launch, Brisbane and Townsville
- Meet and greet attendees, prepare gift bags
- Streets Paddlepop Dinoterra Film Premiere
- MC Host and Paddlepop Lion Mascot Minder
- Good Food and Wine Show 2013 Brisbane
- Managed iPad Data Kiosks and engaged visitors to encourage activations
- Ford Australia Smart Drive, King George Square and Movieworld
- Engaging with the public to encourage activations to test drive vehicles
- Sunshack Cider and Bee Mead Sampling Campaign
- Represented brand and successfully delivered 13 sample tasting sessions at BWS stores across Brisbane.

December 2012 - Current

Marketing Officer

Valentina Cafe

- Create and deliver brand campaigns for new Iced Latte product at key locations.
- Design and deliver promotional materials - loyalty card, open flyer & letter, t-shirts, cafe menu
- Setup and support for cafe POS system

November 2013 - Current

Event Staff, The Gabba, Brisbane

Stadiums Queensland

- Assist visitors with queries and ticketing and guide guests to correct seating.

7 - 8 December 2013

Bar Cashier, Stereosonic, Brisbane Showgrounds

Royal National Agricultural and Industrial Association of Australia

- Engage with patrons and sell beverage tickets, arrange refunds and cash reconciliation

September 2013 - October 2013

Porter, Concierge

Sofitel Luxury Hotels Brisbane Central

- Meet and greet guests, park guest cars, assist with luggage and answer queries

8 - 17 August 2013

Gate Supervisor, Ekka 2013, Brisbane Showgrounds

Royal National Agricultural and Industrial Association of Australia

- Provide a high level of customer service to event guests
- Cash handling and ticket scanning at event entry
- Supervision of staff, break support for gate supervisors and timesheets

RÉSUMÉ

- **March 2004 - February 2012**
Ranger, Capricorn Coast Management Unit, Byfield
Queensland Parks and Wildlife Service
 - Assist park visitors with queries and deliver interpretive presentations
 - Designed and delivered interpretive displays and photographic library used in visitor publications (brochures, signage and online)
- **October 2008 - March 2009**
Overland Track Ranger, Cradle Mt-Lake St Clair National Park
Tasmanian Parks and Wildlife Service
 - Conducted presentations on minimal impact bushwalking and conditions advice
 - Assist visitors with queries and first aid response
 - Ensured facilities were operational and cleaned regularly



EDUCATION & QUALIFICATIONS

- **2011-2013**
Bachelor of Science (Geographical Science)
Specialising in Spatial Information Services
University of Queensland, St Lucia
Deans Commendation for High Achievement - Sem 2, 2011
GPA: 5.3
 - **2009-2010 / 2004-2005**
Certificate IV & II in Conservation and Land Management
Specialising in Natural Area Restoration and Management
Australian Agricultural College Corporation
- Open Manual C Class Drivers Licence
 - Responsible Service of Alcohol, Queensland (RSA)
 - Senior First Aid



REFERENCES

- **Mrs Valentina Castrillon**
Owner/Manager
Valentina Cafe
Tel: (07) 3855 5619 or Mob: 0437 528 953
- **Mr Scott Brook**
Senior Ranger, Terrestrial Parks, Rockhampton
Department of National Parks, Sport Recreation and Racing
Queensland Parks and Wildlife Service
Tel: (07) 4936 0105 or Mob: 0457 551 322
Email: scott.brook@nprsr.qld.gov.au
- **Mrs Fiona Brown**
Business Manager - Mackay
Queensland Ambulance Service
Mob: 0409 871 530

