

Kieran Ewald

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CAREER OBJECTIVE

As a young professional with extensive experience in customer service I wish to further develop my skills in the Hospitality and Tourism industry. I enjoy meeting and working with people from diverse backgrounds and cultures.

My ambition is to gain further experience by being proactive and succeeding at setting and achieving goals that will allow me to build a successful career in customer relations. To have a prosperous career that is both rewarding and exciting. I will be driven and focused while achieving set goals so that I am successful and happy on both a personal and professional level. I pride myself on being passionate and committed to what I do.

EDUCATION & TRAINING

2009 - 2011	<p>BpopMus – Bachelor of Popular Music (Sound Engineering and Audio Production) Griffith University- Southport, Gold Coast QLD</p> <p>Results: 5.13 GPA (Grade Point Average)</p> <p>Key Subjects:</p> <ul style="list-style-type: none">• Popular Music & Cultural Context• Popular Music Production• Popular Music Countercultures• Audio Engineering• Introduction to Sound & Recording Creative Music Technologies• Music Industry Studies• Composing & Arranging & Rhythm Studies
2003 - 2007	<p>High School Diploma/Senior Certificate Cleveland District State High School- Cleveland, Brisbane QLD</p> <p>Achievements</p> <ul style="list-style-type: none">• Very High Achievement in Music Extension (Performance), English and Tourism studies• Certificate II Tourism Operations• Cultural Excellence Award• Chaplaincy Breakfast Fundraiser Award• Graduation and Senior Council Committee & Board

PROFESSIONAL & TECHNICAL SKILLS

Professional Skills

- Great Communication skills
- High level of Organisational skills
- Natural People skills
- Listening and Problem Solving skills
- Time management

Computing Skills

- Virgin Australia systems; Sky port, sky speed – highly proficient
- Microsoft Suite; Word, Outlook, PowerPoint – highly proficient

PROFESSIONAL EXPERIENCE

September
2013 - Present

Cabin Crew – Permanent Full-time

QantasLink (Sunstate Airlines) – Brisbane, QLD AU

- Highly skilled in performing pre-boarding security checks of aircraft, passengers and carry-on baggage
- Effective organizational and time management skills
- Comprehensive knowledge of flight and emergency procedures
- Excellent hospitality skills for serving food, beverages and goods to customers
- Profound ability to operate emergency equipment
- Demonstrated ability to use superior judgment to conduct safe and efficient flights
- Able to Ensure that galley is stocked with food and serving items for trip
- First-aid and medical skills
- In-depth knowledge of conducting pre-flight safety checks of cabin area
- Outstanding ability to assist people with special requirements (young children or people with disabilities)

November
2011 – August
2013

Guests Services Agent – Permanent Part-time

Virgin Australia – Brisbane, QLD AU

- Problem solving, adaptability, attention to detail, effective time management
- Effective Communication skills (verbal and written)
- Directing Guests as they arrive at the airport
- Checking in and processing guests
- Rebooking flights, handling flight disruptions and cancellations
- Boarding gate duties including boarding gate announcements
- Helping with special needs guests
- Knowledge of workplace safety and compliance requirements
- Broad knowledge of aviation related matters and regulations
- Demonstrated ability to work effectively in a team environment
- Ability to handle difficult situations
- Exposure to a shift work environment
- Enthusiastic, professional and positive attitude

February 2009
–
December
2011

Bar & Gaming Attendant – Casual Part-time

Australian Leisure Hospitality Group – Brisbane, QLD AU

- Developing rapport with customers
- Maintain safety & service standards
- Servicing customers with food and beverage products
- Large cash handling and light administrative duties
- Taking inbound enquiries for functions and bookings
- General cleaning and business organisational duties
- Stock taking, handling and rotation
- Practising and maintaining high service standard of QLD RSA (responsible service of alcohol)

March 2008 –
January 2009

Sales, Administration (Personal Assistant) & Client Relations – Fulltime

L.J Hooker Real-estate – Brisbane, QLD AU

- Personal Assistant to Principal
- Evaluated and reported on market research
- Met clients needs while working to deadlines
- Assisted in Marketing & Promotional Material Development
- Scheduling appointments, interviews and meetings & Presentations
- Assisted in Sales Enquiries & contract preparation
- Administration: Mail keeping, reception, filing, inbound and outbound calls, handling sales and enquires, data base and client record keeping

OTHER WORK EXPERIENCE/SEASONAL WORK

December 2009

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March 2010

Customer Service Agent – Call Centre

Tickets.com/VANOC – Vancouver, BC Canada

Vancouver 2010 Olympic Winter Games

- Taking inbound calls & making outbound calls
- Taking feedback and complaints
- Ticket sales, enquiries & online customer account support
- Purchase transactions and ticket transfers

AWARDS/ACHIEVEMENTS

2013

First Aid & CPR Certificate

2013

QLD RSA Cert. (renewed) – Queensland Hotels Association

2010

QLD RSG Cert. – Queensland Hotels Association

2010

QLD RSA Cert. (renewed) – Queensland Hotels Association

2008

Certificate IV in Property (Real Estate) - PTS

2008

REIQ Certified Real Estate License – Property Training Solutions Australia

2008

Blue Card – Queensland Government

2008

QLD Gaming License –Office of Liquor Licensing & Gaming; Queensland Government

2008

Nominee for Redlands Australia Day Award- Community & Cultural

2007

Cert II Tourism Operations

2005

Certificate II in Retail Operations (Partial Completion)

2005

First Aid Qualification Certificate

COMMUNITY ACTIVITIES/INTERESTS

2011

‘The X-factor’ Show – Top 12 Males Finalist

2011

National Australian Anthem – Australian University Games

2011

Entertainment – Bridge to Brisbane Fundraiser Run

2006 - 2010

Various Roles in Performing – Education Queensland’s ‘Creative Generation – state schools spectacular’

2009

Support Act – The Ten Tenors (Sirromet Winery- A Day on the Green)

2008

Performer/Participator – Queensland Music Festival

2007

Education Awards Showcase – Queensland Government

2007

Public Speaking – Voice Of Youth; Rostrum

2005

Appreciation – Queensland Cancer Fund

2005

REFEREES

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