

Professional Reference – Sean Burrows

David Farley-Cook
Senior Regional Operations Manager, QLD
Rexel Holdings Australia
12 Julius Ave
North Ryde NSW 2112

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To Whom It May Concern

I am pleased to provide a professional reference for Sean Burrows, whom I have come to know well in the past 12 months.

Sean has worked on a few key projects for Rexel Holdings Australia over the course of 2017 as part of his duties with Drake International.

Initially, Sean was part of our Gladstone multi-store relocation effort which involved dispersing an entire inventory and capital equipment to our wider branch network. Sean's attention to detail and ability to learn quickly meant he became instantly valued by the management team on site. Not only was Sean able to receive direction, he could give direction to unskilled contractors to ensure that tasks were completed accurately and in a timely manner.

We have since engaged Sean on several occasions to assist with various projects within the business, including some key site renovations at Milton and Capalaba.

Sean has displayed a positive attitude and brings key attributes to the workforce which sees him perform beyond his years of experience. Punctual, attentive, well-mannered and educated, Sean has proven himself to be a valued team member in our organisation within a warehouse, wholesale and retail environment.

I hold Sean in the highest regard as a professional and as a person, I have no hesitation in recommending Sean for a position in the industry of his choice and would be pleased to receive a phone call to discuss this reference in more detail.

Sincere regards,

David Farley-Cook
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Sean Burrows

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Professional Summary

- Customer service professional who thrives in a fast-paced environment
 - Positive and engaging personality with an individual flair
 - Committed and hard-working, delivering set objectives
 - Reliable and trustworthy person who works equally well independently and within a team
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Key Transferable Skills

- Customer service attitude
 - Proficient knowledge and use of computer operating software
 - Intermediate knowledge of programming languages including: HTML/CSS, JavaScript, Python
 - Developing knowledge of programming languages including: Java, C
 - Mathematical aptitude
 - Thrives under pressure
 - Friendly and calm demeanour
 - Cleanliness / tidiness
 - Payment processing / cash handling
 - Positive telephone etiquette
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Education

Current Bachelor of Information Technology/Bachelor of Arts: Computer Systems and Networks and Criminology (Currently studying, 2nd Year)

University of Queensland, St Lucia Campus

Previous High School Certificate

Gordonvale State High School

- Recipient of ADF Long Tan Scholarship
- Completed RSA
- Cert 1 in Agrifood Operations
- Cert 1 in Work Education

WORK HISTORY

6/02/17 to Current Supplementary Staffing – various projects

Drake International, Brisbane

Ideal Electrical & Lighting, Innisfail

- Count and allocate inventory for multi-store relocation
- Pick and pack goods according to outward manifest
- Work within a team to achieve the committed 1-week deadline

Ideal Electrical & Lighting, Capalaba

- Assisted with directing phone calls and face-to-face customer enquiries at the trade counter
- Conducted retail merchandising re-lay for store renovation
- Dismantled and assembled various retail shelving
- Conducted daily toolbox talks for the Drake team in line with RHA Safety policies

Ideal Electrical & Lighting, Milton

- Assisted with directing phone calls and face-to-face customer enquiries at the trade counter
- Assisted the team in preparation and undertaking of stocktake
- Accepted and decanted deliveries received through loading bay
- Maintained a clean and clear working space

Rexel Gladstone relocation:

- Count and allocate inventory for multi-store relocation
- Pick and pack goods according to outward manifest
- Work within a team to achieve the committed 2-week deadline
- Individually managed the allocation and arrangement of despatch pallets within the warehouse

09/2014 to 02/2016 Delicatessen/Baker/Checkout Cashier

Cornetts SUPA IGA – Gordonvale

- Actioned all customer inquiries thoroughly and professionally
- Referred unresolved customer grievances to designated departments for further investigation

- Greeted customers promptly, quickly determining their needs. Replenished and rotated food items, following mandatory food cooling and storage procedures
- Mixed, proofed, shaped and baked dough for baguettes, bagels and other baked goods
- Packaged and labelled baked goods with accurate descriptions and ingredients
- Provided leadership, trained and supervised 3 bakery staff
- Effectively prepared, stored, rotated and stocked product
- Monitored temperature of cases, shelves and storage areas, reported failures to the manager as per procedure
- Followed proper standards for product freshness, food safety, weights and measures, refrigeration and sanitation
- Cleaned grocery shelves, storage area and work areas and kept floors free of spills, water and hazardous debris

CERTIFICATIONS

- Queensland Certificate of Education (QCE)
- Responsible Service of Alcohol (RSA)
- Cert 1 in Agrifood Operations
- Cert 1 in Work Education

REFERENCES

David Farley-Cook
Senior Regional
Operations Manager
Rexel Holdings
Australia (Rexel, Ideal,
John R Turk)
Mobile: 0417 737 620

Annette Shepard
Store Manager (former)
IGA Supermarkets
(Gordonvale)
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