

Enthusiastic Customer Service Professional delivering first-rate client engagement. Unrivalled written and verbal communication skills with an ability to listen and meet customer needs. Excels in strengthening client relationships by exceeding expectations and providing follow-up.

Work History

2016-03 -
Current

Team Leader Homewares and Bedding

Myer, Carindale, Queensland

- Developed strong and lasting relationships with loyal customer base to ensure repeat business and maximise sales
- Worked with Department and Store Management to resolve customer problems, improve operations and provide exceptional customer service.
- Evaluated quality problems with product lines and liaised with buyership to identify and resolve issues.
- Worked with warehouse and delivery systems ensure timely delivery of product
- Worked in online fulfilment picking and packing customer orders
- Consulted with Buying Office to obtain product lines appropriate for the store demographic
- Analysed current homewares department merchandise and selling practices, identified inefficiencies in existing methods and tracked sales and team member performance following implementation of improvements.
- Successfully implemented training and change management support for team members using online ordering systems and have achieved consistent KPI targets
- Gained knowledge of roster and reporting functions and an understanding of how these can be used to drive sales at peak periods

2015-10 -
2018-01

Team Leader Gifforium

Myer, Carindale, Queensland

- Oversaw, trained and encouraged new casual employees to maximise sales in peak holiday trade
- Drove merchandising initiatives to improve sell-thru of key product lines
- Provided informal coaching and support to team members to help them achieve agreed goals and sales targets
- Proposed innovative ideas to increase floor traffic into gifting area

2012-09 -
2016-03

Sales Assistant Electrical

Myer, Carindale, Queensland

Simon Tanna

Customer Service
Professional

Contact

Address

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Nathan, QLD, 4111

Phone

041-520-2861

E-mail

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Skills

Written and verbal
communication



Customer Service
background and
performance



Office Environment
Experience



Time Management



Ability to work as part of a
team



Call centre experience



Experience in
troubleshooting

- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Consistently exceeded KPI targets
- Functioned as backup in areas of logistics and stock management.

2011-10 -
2012-07

Customer Contact Representative

*Queensland Building Services Authority (now QBCC),
Brisbane, Queensland*

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Provided in-depth information to customers regarding legislative requirements in the building industry
- Processed license applications and payments

2010-10 -
2011-10

Customer Contact Representative

*Sunshine Coast Regional Council, Sunshine Coast,
Queensland*

- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Contributed to achieving and holding industry-leading customer service ratings.

2009-08 -
2010-07

Insurance Sales Consultant

Youi Insurance, Sunshine Coast, Queensland

- Responded to customer calls to sell insurance products and maximise premium values
- Upsold additional products and services after identifying customer needs and requirements

2005-02 -
2010-01

Entertainer

Planet Funk Entertainment, Brisbane, Queensland

- Practiced and rehearsed with other musicians to result in flawless venue performances

2006-10 -
2007-06

Sales, Admin and Training Facilitator

Motivation Worldwide, Brisbane, Queensland

- Built relationships with clients to ensure repeat business and make the organisation first choice for conference and training needs
- Identified opportunities for growth within pharmaceuticals and energy sectors for business opportunities
- Organized promotional events and collaborated with clients to achieve desired outcomes for their teams
- Created lists of potential clients based on company data and market trends
- Provided outstanding follow-up with clients to maximise future opportunities

Very Good

Account follow-up

Excellent

Ability to attain and exceed
KPI targets

Excellent

Computer skills

Excellent

2006-07 -
2006-10

Piano and Keyboard Sales

Allans Music, Brisbane, Queensland

- Sold piano and keyboard products from entry-level to high-end

2003-02 -
2005-02

Bowling Attendant and Cafe Staff

AMF, Greenslopes, Queensland

- Sold bowling and entertainment packages
- Oversaw grill, stove and oven and cleaned all equipment after every shift.

2002-01 -
2002-11

Boarding House Supervisor

The Queen Victoria School, Dunblane; Scotland

- Supervised boarding school students as part of GAP year
- Ran sports coaching programs

2002-01 -
2002-10

Bar Attendant

The Dunblane Hotel, Dunblane; Scotland

- Cleaned and stocked kitchen and bar inventory and placed orders for additional products and supplies.
- Bussed bottles and glassware to maintain clean bar area.
- Assisted customers with carry-out service.
- Provided attentive service and proactively assessed guest needs.

Education

2008-02 -
2009-02

Bachelor of Paramedic Science

University Of The Sunshine Coast - Sunshine Coast

2003-02 -
2005-11

Bachelor of Arts / Bachelor of Education

University Of Queensland - Brisbane

2001-01 -
2001-10

Certificate IV: Hospitality (Operations)

TAFE - Queensland

1996-01 -
2001-11

High School Diploma

Scots PGC - Warwick

Interests

Achievements: - , Emmanuel College (UQ) Laureate 2005

College Prefect 2001

Music Captain 2001

Debating and Public Speaking Captain 2001

Lions Youth of the Year Public Speaking Award Winner
2001

General Interests - Cultural: Reading literature, Playing
piano, guitar, drums.

Sport: Playing Futsal, Cricket, Golf, Tae-Kwon-Do and
Football

Additional Information

- M.E.B 4th Grade Theory - Certificate IV in Hospitality
(Operations) - Fully Qualified Football Referee - R.S.A
Qualified - Blue Card Certified - Advanced First Aid
Certificate

Certifications

Responsible Service of Alcohol Certificate
Senior First Aid