

THOMAS O'CONNELL

07366 778381

tw.oconnell@icloud.com



PROFILE

My childhood has been spent around the world, with my schooling occurring in California, Holland, Britain, & Australia. My time spent in different cultures has sculpted who I am today, and has contributed extensively to my dedication to the minutia in my working life. Throughout my working life I've come to realise my core drive lies in my ability to improve the lives of those around me; both on a personal scale, and macro. I wish to lead a career where I can spend my days improving the community through environmental and social innovations, and I possess the drive and aptitude to achieve this.

WORK EXPERIENCE

FREELANCE 2018

BIKE COURIER

Freelance work as a bike courier transporting goods and documents via bike around Cardiff.

- Friendly and polite with customers.
- Plan and follow the most efficient routes for delivering goods.
- Being proactive and self-motivated to take on and complete jobs in a timely manner.
- Bike maintenance and repair.

ZEST LIVING 2016 - 2018

CUSTOMER SERVICE

Zest Living is a Cardiff-based lettings agency. During my time at Zest Living the company has grown tremendously, with a turnover of £65,000GBP in 2017. My roles within the company included:

- Customer service; including handling calls, resolving tenant issues and identifying potential tenant's needs to achieve satisfaction.
- Multi-tasking as required to address more urgent customer issues and prioritizing tasks for completion.

BUNNINGS LTD 2013-2015

SPECIAL ORDERS

Whilst at Bunnings I was promoted to an emerging department of the business specialising in large-scale international exports; focusing on the dozens of small islands throughout the Australasian region. Our small team of three were responsible for the company's largest single export totalling \$450,000AUD. My roles within the department included:

- Liaison with foreign entities to secure shipping routes.
- Procuring obscure and often end-of-line items at short notice.
- Autonomy over product mark-up within a 120% margin.

At the conclusion of my work with Bunnings I was tasked with training two replacements with no set procedure – allowing me to mould them in the way I saw most fitting to suit the business' needs.

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EDUCATION

BACHELORS
2011-2015

QUEENSLAND UNIVERSITY OF TECHNOLOGY

Queensland, Australia

Bachelors of Engineering (Mechanical)

Deferred to return to UK

H.S.C
2008-2010

TAMBORINE MOUNTAIN STATE HIGH SCHOOL

Queensland, Australia

OP 8

QSC grade 'A' Achieved

QCE Achieved



SKILLS

SELF MOTIVATED

CUSTOMER EXPERIENCE

TEAM PLAYER

CONFLICT RESOLUTION

PUNCTUAL

MULTITASKING



INTERESTS

NEW TECHNOLOGY

FOOD

MOUNTAIN BIKING

POLITICS