

Yosef Mercado

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Education

Aug 2022 – Current

Diploma of Information Technology

Coder Academy, Online Campus

- Expected completion date: February, 2023

Employment

Sep 2016 – Current

Grocery Team Member

Coles Riverton, Perth WA

- Quickly and accurately allocated stock to shelves.
- Assist customers with the location of stock and associated enquiries.
- Communicate and collaborate with colleagues to ensure all tasks are completed in a timely fashion.

Sep 2011 – April 2016

Customer Sales & Service Consultant

Telstra Store Hay Street, Perth WA

- Liaised with both consumer and business customers to understand their mobile/home circumstances and offered appropriate solutions to maximise customer satisfaction.
- Acted as the first point of contact for handling customer complaints and would refer customers to the appropriate resolution channels if necessary.
- Regularly received positive customer feedback for friendly and efficient service.
- Provided assistance as necessary to partner stores that required additional staff to ensure smooth business operations.

Referees

Available upon request.