

### Objective

I am eager to apply and develop my skills in a professional work environment. I ultimately aim to find a career involving interesting, challenging, and meaningful employment that contributes to positive social outcomes.

*Areas of interest: Design | Mental Health | Helping Others*

### Education

**BACHELOR OF VISUAL COMMUNICATION | COMPLETE | UNIVERSITY OF CANBERRA**

**CERT III IN ANIMAL COMPANION SERVICES | AWARDED AUGUST 2016 | CANBERRA INSTITUTE OF TECHNOLOGY**

**CERT III IN DOG BEHAVIOUR AND TRAINING | AWARDED JUNE 2018 | NATIONAL DOG TRAINING FEDERATION**

### Work Experience

**RETAIL ASSOCIATE | BIG W TUGGERANONG | 04/11/13 - ONGOING**

- Manage a team (6-8 people) to ensure that customer needs are met in a range of services, including checkout, returns, digital photo processing, lay-by, online pick-up, and customer assistance.
- Organise duties of service staff to ensure that daily procedures are completed, and that colleague's receive their breaks.
- Problem-solve and assist staff with issues relating to customer service and the use of our systems.
- Assist in the service and administration of our Lay-by and Online Pick-up departments.
- Liaise with external stakeholders via email and phone for the repair and compensation of faulty products.
- Manage small teams and contractors after hours in a managerial position.

### Skills & Abilities

#### ORGANISATION

- Maintained high academic performance in throughout my current bachelor while taking on a full-time load and working casually. I successfully managed the large workload and multiple deadlines to attain a GPA of 6.25/7.
- Organisation and planning is a requirement of my role at Big W, where I ensure tasks are completed by the end of the day. This often requires prioritising immediate needs over those less critical.

#### LEADERSHIP

- Taking on leadership roles and assuming lead in multiple group projects throughout my degree.

#### TEAMWORK

- Employment in retail has offered extensive experience working in a team-oriented environment.
- Experience from UC coursework in completing presentation projects in small teams, successfully collaborating within the busy and conflicting schedules of myself and colleagues.

#### PROBLEM SOLVING

- Solve unexpected problems that arise in my current workplace in a timely manner, such as: technology failure, resourcing limitations and complex customer needs, under the pressure of a fast-paced service environment.
- Working with clients to produce products per their needs and requirements while working ethically and being environmentally conscious.

#### COMMUNICATION

- Practiced at communicating with customers, including professional explanations of store policy and consumer law, which assists in de-escalating potential conflict.
- Ability to convey complex ideas with concise written expression.
- Proficient at interpersonal communication with colleagues, which has contributed to my success working in a fast-paced retail environment.
- Experience in manoeuvring language barriers to ensure communication is effective, easier and understood.

IT: Proficient with Microsoft Word, PowerPoint, Excel, Illustrator, Photoshop, Indesign. Experience with Procreate and Clip Studio