

EXAMPLE RESUME

John Harrison

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A: 817 Beeliar Drive, Cockburn WA 6164

CAREER PROFILE

Heavy Truck Driver with HR driver's licence and Transport Industry certifications. Practical skills involving heavy diesel vehicle maintenance, servicing and repairs, and the ability to treat and care for heavy vehicle's to a high standard. Experienced with pick-up and deliveries to job sites. Good communicator that is able to foster relationships with clients enabling retention of customers and continual revenue. Possess a clean driving record with a focus on safety at all times and able to provide an efficient transport and vehicle maintenance service to clients. Demonstrated ability to follow direction, dedication to the job at hand, well developed skills in self-discipline, integrity, communication, and team work following a period of service in the Army.

QUALIFICATIONS AND LICENCES

- Heavy Rigid Licence
- Forklift Licence
- Senior First Aid
- Certificate III in Transport
- Certificate II in Information Technology
- Certificate II in Business
- Current WA Driver's Licence

TRANSPORT INDUSTRY SKILLS

Truck Driving

- Experience operating a heavy truck and handling hazardous road conditions
- Collect building materials from yards and shops and deliver to building sites
- Strong knowledge of Perth Metropolitan area south of river
- Strong awareness and commitment to safe work practices
- Ability to transport goods in a timely manner
- Securing loads using load restraint guidelines
- Treat vehicle and equipment with care and respect

Vehicle Maintenance

- Ability to perform basic and some more advanced Heavy Rigid vehicle maintenance
- Completed 1st Year Heavy Vehicle and Road Transport Apprenticeship
- Carry out servicing operations
- Inspect and carry out servicing operations- braking systems, engines, cooling systems
- Repair cooling systems

Customer Service and Communication Skills

- Dedication to providing customers and clients with the highest possible level of service
- Ability to relate to people at all levels and build strong professional relationships
- Capable of communicating clearly and adapting to different audiences

EMPLOYMENT

April 2015 - Present

Casual contracting work for various companies

- Construction labouring
- Collect building materials from yards and shops and deliver to building sites
- Mechanical repairs

March 2014 – April 2015

Recruit, Royal Australian Army, Kapooka NSW

- Initial communications operator
- ARMY Recruit training

January 2012 – March 2014

Apprentice, Diesel Leaders, Gold Coast QLD

- Heavy vehicle and road transport apprentice
- Repair cooling systems
- Inspect and carry out servicing operations- braking systems, engines, cooling systems
- Pick up mechanical parts from various businesses for tradesmen

REFEREES

Available upon request

EXAMPLE RESUME

Helen Harrison

50 The Rise
Quinns Rocks WA 6030

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CUSTOMER SERVICE & ADMINISTRATION SPECIALIST

- Offering the following experience in Customer Service and Administration tasks:
- World-Class Customer Service
- Troubleshooting and Problem Solving
- Excellent Interpretation Skills
- Good Memory, Efficient and Speedy
- Remain Calm in Stressful Situations
- Friendly, Helpful and Patient
- Good Communications and Interpersonal Skills
- Complaint Handling and Resolution
- Customer Fulfilment
- Enjoy Working with People
- Good Personal Presentation
- Cash Handling Skills
- Enthusiastic Team Member
- Able to Project a Professional Manner

COMPUTER SKILLS

Work Processing
52WPM
100% Accuracy

MS Excel, Word,
Access, PowerPoint,
Publisher

Various databases
including MYOB

Microsoft Outlook &
Internet

DEMONSTRATED ABILITIES

General Administration

- High level of proficiency with all aspects of Microsoft Suite of Applications and capable of learning new computer programs with success and ease
- Telephone management to answer, screen and forward calls, provide information, take messages and schedule appointments
- Experienced in receiving payments and recording receipts for services, including all aspects of book keeping for small business
- Performed administrative support tasks such as proofreading, transcribing handwritten information, and use of electronic equipment to work with pay records, invoices, balance sheets and other documents
- Filing and maintenance of records within a customer service environment
- Transmission of information and documents to customers, using computer, mail or fax machine
- Compiling and keeping financial records
- Compiling reports pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses
- Maintenance of management information systems (manual and computerised)
- Maintenance of business premises and other facilities including plant and equipment
- Monthly reports and financial figures
- Reconciliation of accounts payable and accounts receivable

Customer Service

- Excellent customer service skills in greeting clients/customers, determining nature and purpose of visit and directing to appropriate person
- Provision of information to clients, including services provided
- Review and answering correspondence
- Handled in-store customer complaints and encouraged a friendly customer service environment
- Followed up on and resolved customer complaints

EMPLOYMENT HISTORY

Customer Service & Dispensary Assistance

2018 - Present

Terry White Chemist Ocean Keys, Clarkson WA

- Working alongside the Pharmacist to provide an excellent standard of customer service with general health and medication advice to the community
- Dispensing and filing of repeat prescriptions
- Maintenance of customer records ensuring all information is correct and up to date
- Maintain inventory of incoming and outgoing stock
- Interacting with customers, doctors and nursing home staff
- Delivery of medications to nursing home
- Control of several different community accounts
- Cashing up registers, handling money and using the point of sale program
- Ensure stationery, printers and faxes are fully stocked at all times

Customer Service Assistance

2018

Caltex Petrol, Joondalup WA

- Working independently in the service station regulating the sales of gas and petrol whilst delivering a high standard of customer service
- Money handling
- Following the Fuel Watch guidelines
- Regulating the sale of gas and petrol and maintaining the safety of the site

Pharmacy Assistant – Part Time

2016 – 2018

Duncraig Centre Pharmacy, Duncraig WA

- Working directly with the customers to provide advice and products to suit individual needs
- Selecting appropriate medications and issuing health advice
- Maintaining stock levels
- Interacting with customers
- Handling money and using the point of sale system