

# Student Name

Wodonga, Vic, 3690. H: (02) 60xx xxxx, M: 0409 xxx xxx, [email@hotmail.com](mailto:email@hotmail.com)

## Objective

Seeking casual or part time employment in a local retail firm where I can develop skills in providing outstanding customer service, work within a team environment, and contribute effectively to a company.

## Key Skills

- ✓ Customer service
- ✓ Working with people of different ages
- ✓ Safe food handling
- ✓ Cash register operations, EFTPOS
- ✓ Upselling items
- ✓ Resolving customer concerns

## Personal Competencies

- **Team Worker:** Proven ability to work as part of a team demonstrated by participating in team sports such as basketball, undertaking group tasks at school such as the Rite Journey and volunteering in community programs such as Carevan Foundation.
- **Responsible:** Trusted by family and friends to act with maturity when babysitting. School reports provide evidence of a mature attitude to learning and of being responsible by handing in assigned tasks on time.
- **Organisational Skills:** Balancing sport, volunteering and school studies demonstrates my capacity to be organised. Strong school grades and winning the Most Valuable Player award at Wodonga Wolves is evidence of an organised approach to the activities I am involved in.

## Education and Training

### 2016: Year 12, Catholic College Wodonga

- Subjects: Literature, Psychology, Sociology, Music Performance, History (Revolutions), VET Hospitality.

2014 – 2015: iVET, Certificate II in Kitchen Operations, Statement of Attainment.

## Employment

### March 2015 - Current: Gold Class and Candy Bar Sales Assistant, Regent Cinemas, Albury, NSW

- At Regent Cinemas I have developed skills in sales, marketing products, understanding consumer behavior and providing outstanding customer service. I have also developed skills in dealing with different personalities, providing excellent customer service, and managing my time effectively in a busy retail environment. My managers trust me to count the tills during close and to assist new staff. Tasks include customer service, food preparation, cash register operations, EFTPOS transactions, upselling items and resolving customer concerns.

### 2013 – 2015: Woolworths, Wodonga Plaza, Vic

- I was been trained in all departments at the Supermarket. My responsibilities include customer service, handling customer enquiries, working in produce, front registers, fruit and vegetable, grocery, meat and bakery and training new staff.

## Work Experience

### 2013: Customer Service Officer, Café Nganala, Wodonga, Vic

- Worked at our College's Café for a term. Duties included customer service, taking menu orders, cash handling, food preparation and cooking, safe food handling and cleaning. I developed skills in working under pressure and to strict timelines, and in acting professionally when serving peers.

## School Participation

- **Sports:** Participation in the annual Athletics, Swimming, and Cross-Country Carnivals at school and member of the College's interschool basketball team.
- **Leadership:** Year 10 and Year 11 Chisholm House Sports Leader at Catholic College Wodonga. Assistance with organising major sporting events, organising students into events at competitions and acting as a role model for other students by engaging in events and promoting a sense of community spirit.
- **Personal Development:** I completed the 10-month Rite Journey program at Catholic College Wodonga, which was a self-development and leadership program. Through this program, I completed a four-day camp where we developed skills in teamwork, leadership, self-reflection and problem solving through activities such as hiking, rock and cave climbing, and a solo camp experience.
- **Service:** Completed the 1.5 year Youth Ministry program. Through this program I volunteered my time to run retreats for primary school students, participated in a Stronger Youth Leadership Rally and volunteered my time to help the local community through fundraising events and hands on initiatives. I also volunteered my time to teach elderly people how to use technology devices such as iPads through the Closing the Gap program over a period of 9-months.
- **Volunteering:** I volunteered my time to cook meals for the Carevan Foundation over a 10-week period. The Foundation provides free meals to people who are homeless or living in poverty in the community. I also assisted the Friends of Willow Park to plant trees and shrubs and restore the natural environment at Willow Park, Wodonga.
- **Academic:** I have received numerous achievement and improvement awards for subjects such as English, Mathematics and Science.

## Community Participation

- **Sports:** Through sport, I have always endeavoured to act in a professional manner and have tried to be a role model for younger players. I have participated in training and competitions with the Wodonga Raiders Football Club, Wodonga Leisure Centre Basketball, and Wodonga Wolves Representative Basketball Team. Recipient of the Wodonga Wolves Most Valuable Player award in 2015.
- **Community Service:** I have assisted the sporting clubs I am a member of through umpiring and undertaking scoring duties. I have also raised funds for the clubs and have assisted with setting up and packing away equipment on game days.

## Referees

### Teacher Name

Academic Reference

Teacher

Catholic College Wodonga

**02 6043 5500**

### Name

Character Reference

Coach

Wodonga Raiders Football Club

**02 60xx xxxx**