

123 ABC Street,
Town/City
State & Postcode
Ph:
Mobile:
E:

Résumé of

Jo Smith

TRADES ASSISTANT ~ CUSTOMER SERVICE

Highly responsible and service focused individual with effective communication, customer service and manual handling skills, gained from working in the retail and trade industries. Able to achieve customer trust and rapport through being approachable and by demonstrating a confident and professional manner. Currently looking for either full time employment or an apprenticeship/traineeship within a trade or retail environment where existing skills and abilities could be further developed in order to offer greater potential and value. Willing to undertake additional training with a prospective employer, for skills-building requirements.

KEY SKILLS LISTING

- | | |
|--|-------------------------------|
| * Communication/Customer Service | * Manual Handling/Power Tools |
| * Maintenance/Repair of Equipment | * Stock Take/Inventory |
| * Senior First Aid/BlueScope Passport | * OH&S Procedures |
| * Computer Literate (Word, XL, PowerPoint) | * Committed Team Member |

CAREER SUMMARY

<u>Position</u>	<u>Employer</u>	<u>Period</u>
Trades Assistant (casual)	Industrial Recruitment Co., Port Kembla	5/2006 - present
Customer Service Assistant	Hardware Shop, Wollongong	9/2006 - 3/2007*

* Additional income position for 6 mths, which provided experience in customer service within a trade environment.

QUOTE

“Jo Smith is a young person of good character, who has been employed in our company for just over 12 months, working as a trades assistant at various sites around Port Kembla. During this time, he has displayed a high level of commitment by performing his duties, efficiently and within the scheduled deadlines. Jo has completed his tasks regardless of the difficulties or constraints that these may impose. He is hardworking, popular and conscientious and is a self-starter who needs a minimum amount of direction. Jo has a fervent determination to succeed at all times and his drive and motivation is not constrained by a job description. I believe Jo would be invaluable to a manager requiring a team member who is dedicated and career focussed.”

Paul Manna (Director, Industrial Recruitment Co.), 5/6/2011

PROFESSIONAL EXPERIENCE

Employer: Industrial Recruitment Co., Port Kembla

5/2006 to present

Trades Assistant (casual) working at BlueScope Steel's Hot Strip Mill (production of coil plate).

Responsibilities:

- Perform manual handling tasks, independently or within a team of 6 members.
- Utilise industrial hoses for cleaning different areas and levels of factory premises.
- Maintain tools using hot washes and sprays (chemical cleaners) and store appropriately.
- Ensure personal safety equipment used e.g. dust mask, safety glasses, steel capped boots, gloves, ear plugs, hard helmet and protective suit.
- Clear debris and provide good housekeeping for operational and OH&S purposes.
- Routinely undertake safety induction training and team meetings with Supervisor.

Employer: Hardware Shop, Wollongong, NSW

9/2006 to 3/2007

Customer Service Assistant for independent hardware store (home & trade building supplies).

Responsibilities:

- Assisted with the daily operations associated with visual merchandising, presentation of products, advertising signage, shelf management and stock ordering/replacement.
- Maintained a detailed knowledge of all products and advised customers on location of goods.
- Conducted sales and marketing of assorted products, promotions and specials.
- Recorded information correctly for customer phone orders, including specific requirements.
- Verified trade account customers "credit standing" via computer, before purchase approval.
- Performed paint mixing and key cutting service for customers using precision machinery
- Undertook inventory control and regular stock takes.
- Moved stock from loading area with a pallet jack, using appropriate safety methods.
- Conducted waste removal and performed general cleaning, to ensure safe and tidy environment.
- Entrusted with opening and closing of premises; security of keys and money.
- Developed a reputation amongst team members for reliability and productivity.

ACHIEVEMENTS

- ✓ Regularly have worked overtime and during weekends to achieve completion of tasks for employers and to ensure job schedules met required deadlines.
- ✓ Received numerous complimentary remarks from customers and supervisors for quality of service delivered and for having a positive employee and team member attitude.
- ✓ Negotiated with difficult customers over product pricing which required effective strategy and persuasive techniques, resulting in successful outcomes, satisfied customers and sales.
- ✓ Significant sporting successes e.g. Bradman Cup, Hassett Cup and Southern Zone (Cricket Grand Finalists Team). Regional champion and NSW State representative in 100m & 200m.

TRAINING & EDUCATION

2011	Senior First Aid Certificate (St. John Ambulance, Wollongong) Expiry ../../....
5/2007	Hot Strip Mill Re-Induction (BlueScope Steel)
5/2007	Conveyor Safety Awareness (BlueScope Steel)
3/2007	Slabmaking Area 5, 6 (BlueScope Steel)
2/2007	Blast Furnaces No's 5 & 6 (BlueScope Steel)
2/2007	Ore Preparation - Raw Materials Handling (BlueScope Steel)
5/2006	Isolation Locks Level 1 Induction (BlueScope Steel)
5/2006	Road & Rail Induction (BlueScope Steel)
5/2006	General Induction Level 1 & 2 (BlueScope Steel) Expiry
2006	Responsible Service of Alcohol (Illawarra Leagues Club)
2006	Responsible Service of Gambling (Illawarra Leagues Club)
2005	Year 12 NSW Higher School Certificate (Suburban High School)
2004	OH&S General Induction - Construction Work NSW (Green Card-WorkCover)
2003	Rugby League Training, Public Speaking & Sportsmanship (Academy of Sport)

ADDITIONAL INFORMATION

<u>Interests:</u>	Cricket, rugby league, running, surfing, gym and contemporary music.
<u>Voluntary Work:</u>	<u>Fundraising</u> and clean up duties at Named Cricket and Rugby League Clubs.
<u>Work Experience:</u>	Since 10/2002 to present, has provided <u>lawn mowing & general maintenance</u> service for family members and friends. <u>Duties:</u> <ul style="list-style-type: none">- Mow lawns, trim edges, remove green waste, care for plants- Maintain and repair gardening tools and equipment- DIY and manually repair outside decks using hand/power tools- Develop rapport with “customers” to generate good will and service
<u>Licence:</u>	NSW Class C Provisional Driver's Licence

REFEREES

Paul Manna, Director
Industrial Recruitment Co.,
Bus. Ph:
E:.....

Dennis Shaw (Character Referee)
Home Ph:
Mobil:
E: