

Summary Of Experience

- 34 Years Customer Service Experience
- 12 Years Management Experience
- Results Driven and keen to make a difference
- Team focused with a "can do" attitude
- Excellent interpersonal and communication skills
- Ability to manage time and meet deadlines.
- HR (Auto) Drivers Licence
- Forklift Licence

Recent Experience

April 2024 – Ongoing – FX Technologies **Multifunction Device & VoIP Technician**

- Repairs to full range of Fuji branded Multifunction Devices
- Delivery, Installation & Training of Fuji branded Multifunction Devices
- Delivery, Installation & Training of VoIP Telephone Systems
- Service & Support of VoIP Telephone Systems

October 2023 – March 2024 – FedEx **Bulk Courier (HR)**

- Deliver Palletised Freight of varying weight and dimensions in Tautliner Rigid Trucks
- Pick Up Palletised Freight of varying weight and dimensions ensuring freight is fit for travel.

September 2009 – October 2023 – Clough I.T. Solutions **Website Development & I.T. Support Services (Self Employed Small Business)**

- Provide Website Development & I.T. Support to individuals, small and medium businesses via email, telephone, remote access and face-to-face services.
- Technical diagnosis of hardware and software issues and implementation of solutions to these issues.
- Responsible for all aspects of running a small business including customer service via email, telephone and face-to-face, accounting and record keeping.

November 2013 – March 2019 – Supa IGA Eagleby **Replenishment Officer**

- Responsible for the replenishment of stock throughout the store, including Grocery & Dairy / Freezer
- Provide customer service when required
- Fill in for Management when required
- General cleaning & duties associated with a Supermarket environment

December 2012 – May 2013 – RACQ Insurance, Eight Mile Plains, QLD **Customer Service Officer**

- Assisting RACQ Insurance Customers to lodge Insurance Claims for Motor Vehicles and Home & Contents.
- Answering customer enquiries regarding existing Insurance Claims.

**May 2011 – September 2012 - Toll NQX, Archerfield, QLD
E-Trade Specialist**

- Responsible for the first level of support to NQX customers using Toll NQX electronic freight management software systems, TollConnect and TollOnline

March 2011 – April 2011 - Macquarie Technical Services (via Randstad [Contract])

- Assisting with Computer Rollouts at various locations throughout South East Queensland
- As Needed Contract – 24hrs Notice Required

Between October 2010 and March 2011, I followed my wife to Townsville so that she could follow her career path. Unfortunately, Cyclone Yasi blew us back to Brisbane unexpectedly. During this time I was working within my own business.

**October 2006 to October 2010: IBM, Brisbane/Varsity Lakes, QLD
Team Leader / Lenovo Warranty Technical Support**

- Logged calls from Lenovo customers, determined Warranty Entitlement and diagnosed Hardware issues over the telephone, on average 26 calls per day.
- Liaised with Service Providers to ensure efficient delivery of service.
- Displayed professionalism and proficiency in all tasks assigned, resulting in my promotion to Team Leader.
- Managed a team of 50 staff of all ages and diversities.
- Developed and refined procedures resulting in improved levels of customer service and satisfaction.
- Programmed multiple software tools to help streamline the call logging and support process resulting in improved efficiency and accuracy throughout the team as well as a direct positive impact on customer satisfaction.
- Responsible for staff Roster Creation and Modification and monitoring of staff Roster Adherence.
- Developed and / or maintained reporting to IBM and Lenovo Executives on a Daily, Weekly and Monthly basis.

Previous Experiences

**June 2006 to July 2006: Absolute Appliance Care, Morningside, QLD
Call Centre Operator / Information Technology Support**

**October 2005 to May 2006: Furntrans Pty Ltd, Sydney, NSW
Logistics Manager / Commercial Furniture Installer / Truck Driver**

**August 2005 to October 2005: Electrolux, Riverwood, NSW
Helpdesk Operator - Whitegoods**

**October 2004 to April 2005: IBM, West Pennant Hills, NSW
Helpdesk Consultant**

**August 2003 to September 2004: Dominos Pizza, Gladesville, NSW
Store Manager**

**March 2000 to May 2003: BP Computer Services (VIC), Hawthorn East, VIC
General Manager**

Education

**November 2003: Castle Hill High School, Castle Hill, NSW
Higher School Certificate (HSC)**

References

Claire Bullman Former Employee Clough IT Solutions (Contact details available upon request)	Mitch Rohde Operation Supervisor FedEx
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