

PERSONAL DETAILS

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AUSTRALIA

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EDUCATION

2006 CERTIFICATE IN TOURISM AND TRAVEL (CABIN CREW PREPARATION)
Sir George Seymour National College of Tourism and Travel (NZ)

2005 INTERNATIONAL BACCALAUREATE
John McGlashan College, Dunedin, NZ

QUALIFICATIONS

Australian Qualifications

- Responsible Service of Alcohol

New Zealand Qualifications

- Full First Aid Certificate
- Tourism and Travel Core Skills Level 3 & Travel Level 3
- Computing Level 3
- Cabin Crew Modules 1 and 2

PROFESSIONAL EXPERIENCE

August 2018 - Present Angelo;s Cabarita

Food and Beverage Attendant/ Barman/

- Senior customer service
- Floor & Bar Supervisor
- Cash Management
- Barista duties
- Barmen duties

Sep 2018 – Nov 2018 Aleasons – Knox Grammar School (Contract)

Barista/ Front Counter Service

- Cash management
- Food preparation
- Barista duties

Feb 2017 – Nov 2018 Cater Care – Kambala School

Barista/ Administration

- Senior customer service manager
- Catering management
- Cash Management
- Barista

Mar 2016 – Sep 2016 Aspire Lifestyles (International SOS)

Concierge Consultant

- Communicates well with others, in particular strong listening skills
- Ability to demonstrate patience and empathy
- Solid knowledge of our products and services
- Keen interest in Lifestyle products eg: theatre, dining, luxury experiences, travel
- Strong Customer Service focus - Demonstrates understanding of who our customers are
- Excellent attention to detail
- Professional written and verbal communication skills
- Work as a Team Player in a Call centre environment with Strong time management skills and Problem solving abilities
- Working Knowledge of MS Outlook, Word and Excel
- Vast product knowledge, of tours, activities, ticket shows and events operated by different suppliers in different countries.
- Sales responsibilities
- Management of bookings, cancellation and refunds
- Support to Supplier and Wholesale Agent reservation
- Understanding of industry rules and conditions
- Internal stakeholder communications/cross selling with other departments

Feb 2015 – Jan 2016 Viator

Customer Service Agent

- Responsibility for customer service experience
- Vast product knowledge, of tours, activities, ticket shows and events operated by different suppliers in different countries.
- Sales responsibilities
- Management of bookings, cancellation and refunds
- Support to Supplier and Wholesale Agent reservation
- Understanding of industry rules and conditions
- Internal stakeholder communications/cross selling with other departments

Aug 2013 – Nov 2018 Alseasons Hospitality Staff
Agency Work

Food and Beverage Attendant / Barista

- ICC (International Convention Centre) Sydney
- Jenolan Caves House
- Accor Hotels
- Starship Sydney & The Pontoon
- Mange Tout AMP
- Bankstown District Sports
- Mazzaro Restaurant
- Art Kitchen Food with Imagination
- Family Affair BBQ & Spits
- Helens Catering Professionals
- Park Hyatt

Mar 2014 – Aug 2013 SPARQLE GROUP
Palm Breeze Café/SparQling Mediterranean

Senior Food and Beverage Attendant

- Management of customer experience and service delivery
- Training and recruitment responsibilities
- Customer complaint resolution
- Cash management
- Barista and waiting duties

Sep 2013 – Mar 2014 MINUM

Barista/ Kitchen Hand

- Senior customer service manager
- Supplier management
- Customer complaint resolution
- Catering management
- Food preparation and delivery
- Barista and waiting duties

Mar 2009 – Aug 2013 BLUESOAP

Web Developer and Customer Service Consultant

- Web and application development in HTML5 and JavaScript
- Programming using PHP and other programming languages
- Network and server maintenance
- Infrastructure and communications design and set up
- Phone and email technical support for clients
- Client liaison and business management
- Creative development
- Customer solution design
- Telephone Sales

Jun 2008 – Feb 2009 ECRUISING.TRAVEL

Airfare and Products Consultant

- Creating tailored customer journeys based on customer demand and individual requests
- Utilisation of appropriate software for fare bookings
- Understanding of industry rules and conditions
- Vast product knowledge, focused primarily on the cruising industry
- Extensive destination knowledge to provide customer with tailored solution
- Ability to package hotel/transfer and airfare with the appropriate cruise ship
- Sales strategy promote and sell new customer experiences
- Internal stakeholder communications/cross selling with other departments

Aug 2007 – Jun 2008 ALBERTO'S PIZZERIA RESTUARANT

Food and Beverage Attendant

- Food preparation and handling
- Cash management
- Barista duties
- Customer service
- Food presentation, assisting chef and preparing desserts and salad

Nov 2006 – Feb 2008 VALUE TOURS – SKI N' SNOWBOARD HOLIDAYS

International Travel Consultant

- Primary responsibility for customer service experience
- Product knowledge ranging from ski resorts to general holiday destination
- Assisting and training new staff
- Sales responsibilities
- Management of bookings

SKILL SUMMARY

Non Technical Skills

- Customer Service Skills
- Advanced Time Management
- Excellent Written and Verbal Communication

Computer Skills

- MS Access; Advanced
- MS Excel; Advanced
- MS PowerPoint; Advanced
- MS Word; Advanced
- MS Project; Basic
- MS SQL; Intermediate
- MYSQL: Advanced

INTERESTS

Computer and Computer Applications, Swimming, Cooking and Ancient Egypt.

REFEREES

Referees are available on request.