

Herby Bananas

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Career Objective

I'm interested in working in a busy administration position that uses my strong interpersonal and communication skills.

Skills

Communication Skills

- Provided a high level of customer service to customers of Triangle News. Recommended products and services to suit customers' needs
- Presented to 200 Yr 10 students at my former high school at 'Careers Week'.
- Regularly write articles for web-based surfing magazine 'Hang Ten'

Customer Relations

- Listened to customers, identified their needs and recommended products that were suitable.
- Moved from casual to part-time shifts based on my good work performance at Triangle News
- Liaised with barristers, legal aides, solicitors, IT staff and HR staff while completing my administration placement at RM Legal.

Time Management

- Completed VCE while working part-time at Triangle News and training and competing in Surf-lifesaving events
- Coordinated the schedule for the morning newspaper delivery round with customers and staff at Triangle News.

Computer Skills

- Strong skills in Excel, Word and Powerpoint
- Excellent Internet and email skills
- Good skills in Access.

Education

Secondary

2001	VCE Point Cook Secondary College Subjects: English, Physical Education, French, Biology & Geography
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Other Courses

2001-1997 Advanced Customer Service Skills
Wizard Training

Academic Achievements

2000 Finalist in Rotary Short-Story Competition

Employment History

2002 – 2003 Customer Service at Triangle News.
Duties included:

- Helping customers with location of products, explaining different features of products to customers
- Dealing with customer complaints with paper deliveries
- Serving customers at cash register and stocking shelves with products

March 2001 Work-experience placement at RB Legal.
Duties included:

- Organised mail outs to clients
- Data-entry of file notes onto central database
- Prepared agendas and documents for meetings
- Answered phone calls and referred to appropriate staff

Achievements/Extracurricular Activities

- Member of the organisation committee for the annual Surf Club fundraiser
- State finalist in U18 paddle board competition for Point Cook Lifesaving Club
- Regularly write articles for web-based surfing magazine 'Hang Ten'

Referees

Mrs Mary Smith
Manager, Triangle News
0411 211 211

Mr Harold Brown
Secretary, Point Cook Life-Saving Club
0411 211 222