**Paul White**

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I am a mature minded student with excellent communication skills and personal attributes that allow me to add great value to any team. I have a positive approach to work, a willingness to learn, and a strong commitment to achieving the best results I can in everything I do. Having gained experience in customer service environments through work experience and volunteer activities, I am eager to find a role to further develop my professional skills.

**Key skills include:**

* Customer service
* Organisation
* Teamwork
* Attention to detail
* Relationship building
* Cash handling
* Leadership
* Time management
* Sport coaching
* Transaction processing (EFT)

**Technical Skills:** Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ General SAP use ~ Social Media and digitally savvy

**EDUCATION**

**Canterbury Secondary College**

Year 10 *(Current – set to graduate 2018)*

**Achievements:**

* **2016:** Principal’s award for dedication demonstrated through sporting contributions and achievements
* **2015:** Community recognition award for working as a buddy with newly enrolled Year 7 students
* **2015:** Form Captain – in charge of class organisation for specific school events

**PERSONAL ATTRIBUTES**

* **Verbal Communication:** Recognised ability to communicate individuals from different cultures and backgrounds. Demonstrated by three-year captaincy of Canterbury AFL Under 18s team.
* **Commitment & Dedication**: Willing to provide long-term contribution and commitment to an organisation. Demonstrated through membership of local AFL Under 18s team for over five years.
* **Collaborative Team Member:** Ability to collaborate with team members. Demonstrated through group work assignments, professional work experience placements, and captaincy of Canterbury AFL Under 18s team since 2013.
* **Reliable:** Commended reliability as team member and supporter. Demonstrated by being selected as Form Captain – managing tasks set by teachers to support collaboration of class members at specific school events.
* **Honest:** Strong personal morals and ethics ensure complete honesty and transparency at all times. Demonstrated by managing the cash count at fundraisers and other events in school community.

**WORK EXPERIENCE**

**2016**

**Boost Juice Bar - Camberwell**

**Customer Service Assistant (two-week work experience placement)**

Worked in fast-paced retail environment over a two-week placement period. Worked fulltime hours and assisted as a member of the customer service team.

**Duties:**

* **Customer Service:** Developed skills and understanding of how to engage with and processes customer orders whilst managing multiple tasks, including administering orders and preparing juices.
* **Food Prep and Handling:** Managed all morning set-up and food preparation, ensuring stock levels were correct, and coordinated ordering with suppliers for fresh food deliveries on a daily basis.
* **Contribution to KPIs**: Developed understanding of the store’s weekly and monthly sales targets, and my contribution as a team member to meet those targets through upselling and ensuring excellence in service at all times.
* **OH&S:** Developed understanding and appreciation for health, safety and environmental management policies in an organisation.
* **Team Collaboration:** Worked collaboratively in a team to ensure timely and effective delivery of product and customer service at all times. Understood and respected role delegation to ensure the smooth-running of the juice bar and the need to support fellow team members during customer ‘rush’ periods to maintain efficient service.

**Achievements:**

* The team had set weekly sales targets. While I was working with Boost Juice, we exceeded our weekly targets by 28% in the first week and 33% in the second.

**Testimonial:**

“Paul worked with us during his school placement period of two weeks. Over this time he was a very enthusiastic learner and wanted to help across all aspects of the store. His interpersonal skills saw him develop great relationships quickly with fellow team members and regular customers, making him a pleasure and an asset for the time we were able to work with him. I see a strong future for Paul and wish him luck.”

—*Sarah Little, Manager, Boost Juice Camberwell*

**VOLUNTEER ENGAGEMENTS**

**2016:** Canterbury Secondary College - Year 7 Buddy

* Mentor and new students and assist with their induction into their new school environment, helping them to understand the school values and rules.

**2016:** Salvation Army Red Shield Appeal - Volunteer Collector

* Work with a team to ask the general public for donations to the Salvation Army Red Shield Appeal, answering enquires and questions as required, and maintaining high energy and a positive outlook.

**2013 - Current:** Canterbury AFL Under 18s - Captain

* Work with the Coach to ensure game day strategies are implemented and delivered by players
* Maintain team morale and assist with the development of all players on the team
* Help with practices and team management, game day set-ups and pack-downs

**PROFESSIONAL REFEREES**

**Eddy Brown**

Coach

Canterbury AFL Under 18s

Phone XXXX XXX XXX

**Sarah Little**

Manger

Boost Juice Camberwell

Phone: XX XXXX XXXX