

VICTOR P TAFFA

Address: 4/69A Darvall Road, West Ryde NSW 2114

PH/Fax: (02) 9874 1542 Mobile: 0416 134 650

E-mail: vpt000@y7mail.com

Website: www.isput.com.au

Career Objective

I am currently searching for a part time role while studying Journalism. I offer initiative, reliability, professionalism and enthusiasm. I have extensive experience in sales, marketing and merchandising, and am now looking to put these skills into practice. I believe I will be a valuable asset to any future employer and look forward to discussing my skills and how I can be of benefit to your organisation.

Skills Summary

- Marketing Certificate: Meadowbank TAFE
 - Retail Certificate: Meadowbank TAFE
 - Extensive customer service experience in a corporate environment
 - Experienced in determining customer needs to recommend appropriate product
 - Strong knowledge of quality control standards and procedures
 - Experienced with stock control and movement of goods
 - Experienced in checking invoices and processing orders
 - Excellent merchandising skills, branding and product placement
 - Ability to collect data and analyse it
 - Excellent phone manner and communication
 - Computer skills in MS Word, Excel, Publisher, e-mail and Internet
 - Accurate data entry at 30 wpm
 - Strong OH & S knowledge, and first aid qualified
 - Ability to multi-task and effectively manage time
 - Ability to work both independently and as part of a team
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Employment History

Company: Taxis Combined Services

Period: 2003-Present

Position: Taxi Driver

Duties:

- Customer Service
- Passenger Pick up & Drop-offs
- Tourist Information
- Sales

Company: Mitre 10 - Taffa's Hardware

Period: 2002 - 2003

Position: Store Management

Duties:

- Responsible for opening and closing of store
- Sales and customer service
- Highlighting features and benefits of products
- Company banking and tallying of takings
- Determining pricing strategies
- Register operation, transactions and cash handling
- Warehouse operation and stock control
- Ordering and buying of stock
- Computer scanning and stock-take

Company: Adecco Pty Ltd

Period: 2000 - 2002

Position: Customer Service Representative

During this period I was employed primarily with NEC, SOCOG, and UPS Logistics, both in Customer Service, as well as Warehouse Operations. My duties included:

- Extensive telephone work and customer liaison
- Olympic ticket sales and data entry
- Inbound and outbound sales and follow up calls
- Adhering to company quality control standards
- Product order processing and preparation for shipment
- Visual merchandising of goods
- Monitoring stock flow

Achievements:

- Achieved target number of calls to process
- Maintained professional, friendly and polite disposition at all times

Company: North Ryde RSL Club

Period: 1998 - 1999

Position: Club Steward

Duties:

- All aspects of bar work
- Qualified and trained in bartending, RSA and RCG
- High level of customer service and waitering
- Experienced pouring drinks both on tap and from bottles
- Knowledge of a range of beer, spirits and liqueurs
- Experienced with poker machines and administering pay-outs
- Accurate taking of customer orders and good listening skills
- Food handling and serving of customers
- Experienced operator of computerised cash registers
- Flexible approach to work rostering
- Knowledge of occupational health and safety procedures

Company: South Sydney Leagues Club
Period: 1997 – 1998
Position: Barman / Waiter

Responsible for all duties as listed above.

Education and Training

Certificate of Freelance Journalism, Cengage Education

Barista and Coffee Art Course, Coffee School

Real Estate Certificate of Registration, Century 21

Bar and Cocktail Course, Alex Beaumont

Responsible Service of Alcohol Certificate (RSA), R & C Association

Responsible Conduct of Gambling Certificate (RCG), Alex Beaumont

NSW Taxi Authority

Fork Lift Licence, Crown Fork Lift

First Aid Certificate, SECTA Pty Ltd

Marketing Certificate: Meadowbank TAFE

Retail Certificate: Meadowbank TAFE

HSC: St Patrick's College, Strathfield

Referees

Sodi Singh-Taxis Combined Services

0413 844 955

Work Referee

Ron Taffa-Mitre 10

(02) 9809 0222

Work Referee

Andrew Watson

0413 018 245

Personal Referee

Virginia Kenyon

Careers Referee