

SHAKAYLA FAULKNER

CONTACT

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47 Priestman Avenue, Umina Beach, 2257

SKILLS

Organisation

Punctual

Customer service skills & experience

Communication

EDUCATION

HSC Completion

Brisbane Water Secondary College

2018 - 2023

Bachelor of Nursing

University of Newcastle

2024 - present

Currently studying a Bachelor of Nursing

First Aid Certificate - Statement of Attainment (2022)

- HLTAID009 - provide cardiopulmonary resuscitation
- HLTAID010 - provide basic emergency life support
- HLTAID011 - provide first aid

PROFILE

My name is Shakayla Faulkner, I have adequate experience with communicating with others, including having integral customer service skills as per my 4 years of working in customer service roles. I am passionate about caring and empathising with others when they are in need, which is why I am pursuing a Bachelor of Nursing degree. I have an interest in working in a collaborative space, whilst also allowing independent work. I have a strong work ethic and complete tasks efficiently and effectively.

WORK EXPERIENCE

Team Member, Cafe - McDonalds, Umina

April 2021 - December 2023

- Communicating with customers efficiently and handling payments correctly to ensure the correctness of orders
- Multitasking services including taking orders, handling payments and delivering food items promptly
- Striving to complete orders in set times
- Organisation of an opening shift, to ensure all cleaning equipment is prepared and within reach throughout the shift
- Being able to work in a fast paced environment

Team Member, Customer Service and Deli - IGA, Umina

December 2023 - present

- Helping and understanding customers with their shopping experience
- Organising and cleaning equipment on an opening shift and closing shift
- Making sure set closing shift tasks are completed accordingly
- Handling customer payments and effective service interactions
- Stacking shelves and organisation of products for accessibility and aesthetics

AVAILABILITY

Monday: Available
Tuesday: Unavailable
Wednesday: Unavailable
Thursday: Available
Friday: Available
Saturday - Sunday: Available

REFERENCES

Available upon request.