




BRIANNA ROGERS

SUMMARY

I am an 18 year old, currently seeking casual employment due to completion of my HSC and awaiting to start University in 2025. I am very reliable and flexible and always willing to learn new skills. My proven expertise in customer service and team collaboration, through employment at Kmart and XS Espresso. I am skilled in POS system operation, Microsoft software and cash management. I excel in high-pressure environments. My skills underscore a commitment to excellence and reliability, ensuring great customer service. Adept at addressing client needs and fostering a collaborative environment to achieve high customer satisfaction.

CONTACT

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EDUCATION

HIGHER SCHOOL CERTIFICATE

Oran Park High School

Graduated 2024

SKILLS

- Team Collaboration
- Computer Skills
- Organizational Skills
- Flexible and Adaptable
- Customer Engagement and satisfaction
- Call Control
- Reliability
- Multitasking Abilities
- Cash / Payment Handling and Management
- Friendly, Positive Attitude
- Excellent Communication

EXPERIENCE

CUSTOMER SERVICE ASSISTANT- RETURNS, LAYBYS

Kmart - Narellan

June 2022 - Present

- Met customer service goals and exceeded customer expectations.
- Actively listened to customers, handled concerns quickly and escalated major issues to managers.
- Demonstrated versatility by cross-training in various departments throughout the store when required.
- Maintained a clean and organized workspace, promoting a welcoming environment for customers..
- Processed refunds and exchanges in accordance with company policy.
- Used POS system to enter orders, process payments and issue receipts.
- Assisted in training new employees, ensuring they were knowledgeable about company policies and procedures.
- Responsibility of handling cash drawers throughout the store, by counting and depositing cash at the end of a shift.

HOSPITALITY WORKER

XS Espresso - Gregory Hills

Dec 2020 - June 2022

- Prepared food and beverages and verified adherence of quality and safe food-handling standards.
- Performed general cleaning by sweeping and mopping floors, washing dishes and emptying trash.
- Enhanced guest satisfaction by providing exceptional customer service and promptly addressing concerns.
- Implemented effective time management strategies during high-volume periods which resulted in reduced wait times and increased guest satisfaction through team collaboration.
- Processed payments with focus on accuracy and correct cash-handling procedures.
- Trained new staff members on proper customer service and hospitality policies.

WORK EXPERIENCE

Propti Connect - Ingleburn

Year 11

- Answered phone promptly and directed incoming calls to correct offices.
- Improved communication between agents and clients through diligent follow-up on messages and emails.
- Handled sensitive financial documents with discretion, maintaining strict confidentiality of client information.
- Provided exceptional support during high-pressure times within the office by remaining calm under pressure while multitasking efficiently.
- Managed multiple tasks and met time-sensitive deadlines.
- Provided clerical support to company employees by copying, faxing, and filing documents.
- Gained knowledge and utilised Real estate software programs.
- Sufficiently used Microsoft Software programs e.g. Excel, word.

CERTIFICATES & LICENSES

- First Aid Course
- P2 Drivers License