

Olivia Jauco

Email: ojauco2001@gmail.com

Mobile : 0449608674

Student seeking full time permanent employment as an Apprentice (Heavy Vehicle Apprenticeship).

Confident and articulate individual with complementary ability to work with others to achieve set outcomes. Young yet mature school student with developed leadership skills and personal attributes that support customer service. Leadership and communication skills developed and demonstrated through leadership programs and position within the school curriculum. Motivated individual keen to obtain employment in a customer service environment. Key strengths include strong attention to detail and willingness and determination to learn and develop professionally.

Key Skills include:

- ***Negotiation***
- ***Problem Solving***
- ***Team Work***
- ***Task Allocation***
- ***Supervision***
- ***Organisation***
- ***Leadership roles***
- ***Interpersonal Skills***
- ***Communication Skills***
- ***Listening Skills***
- ***Multi - Tasking***
- ***Time Management***

Technical Skills: Microsoft Word - Microsoft Excel - Microsoft Outlook
-General computer use.

Achievements: 2013 Principal's letter for dedication demonstrated through school work

2014 Principal's letter for dedication demonstrated through school work

2015 Principal's letter for dedicated attitude towards studies.

2018 Holiday Employment at Luna Park

2019 Completion of High School Certificate

2019 Early Entry into Wollongong University

2021 Completion of Pre - Apprenticeship program with Apprenticeship R Us

Personal Attributes

● ***Verbal Communication:*** Recognised ability to communicate with a range of individuals from different cultures, age groups and backgrounds. Demonstrated by volunteer work at ***Estia Health Camden (Camden House/Nursing Home)***.

● ***Commitment & Dedication:*** Willing to provide long term ongoing contribution and commitment to an organisation: Demonstrated by membership of local martial arts for over 3 years.

● ***Collaborative Team Member:*** Ability to collaborate with team members. Demonstrated by the leadership program at school interacting and directing classes of different ages and both genders.

● ***Reliable:*** Commended reliability as a team member and supporter. Demonstrated by attending swimming competitions and participating in relay series where other teammates were injured.

● ***Honest:*** Strong personal morals and values ensure complete honesty and transparency. Demonstrated by managing cash count at fundraisers and events within the school community. Also the responsibility of opening and closing retail stores at Campbelltown Mall and Macarthur Square Store.

Volunteer engagements

2017: Volunteer work at Estia Health (Camden House/Nursing Home)

2017: School Fundraisers

2018 : Hosting Australia's Biggest Morning Tea for Cancer Council

Qualification

- **Trained Waitress and Kitchen Hand**
- **High School Certificate**

Previous Employment Roles

- **Waitress/ Training Kitchen Hand**
- **Sideshow Host at Luna Park**
- **Cashier at Country Fresh Campbelltown**
- **Costco - Foodcourt**
- **Costco - Retail**
- **My Verandah - Retail current place of employment**

Work Experience

I have been employed by My Verandah since late September 2020 working full time during and after the Christmas holiday period in which I have gained further customer service experience. I have been in contact with various people and their personalities in which I think I have gained a lot from . This includes being firm with customers and that without my manager's permission I am unable to lower the price of a desired item. I have extended myself to suit the needs of customers , especially the elderly community as I have a great deal of respect for them and their needs. Many young families I have helped catered for their growing needs and expansions of homes. I enjoy going above and beyond for customers and ensure they are well taken care of and that their inquiries are resolved accordingly.

Professional Referees

Pria (Manager of Food Court - Costco)

Contact Number : +61415050272

Kristi (Manager of Luna Park)

Contact Number : 90337590

Silvana (Manager of My Verandah)

Contact Number : 0246263765

Madelaine Worthington

College Pastoral Advisor

Mount Carmel Catholic College

Phone:02 9603 3000

Email : madelaine.worthington@dow.catholic.edu.au

Dave - Campbelltown Midas

Manager

Mobile Phone : 0433 993 684

Personal Referees

Margy (Family Friend)

Mobile : 0439421104

Emma (Co - owner of Midas)

Mobile : +61433784023

Availability :

Full time hours : 38 to 40 hours/ week as well as overtime.