

# CHRISTOPHER ANDERSON

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LinkedIn Profile  
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**EXCELLENT COMMUNICATION AND INTERPERSONAL SKILLS** demonstrated through strong academic results, excellent customer service experience and ability to effectively resolve customer concerns with confidence and empathy

**STRONG COLLABORATION AND TEAMWORK** skills developed through 2 years' customer service experience and successful university groupwork projects

**ACCURACY AND ATTENTION TO DETAIL** evidenced by excellent academic performance, successful management of customer transactions, and close of shift procedures

**FLEXIBLE, QUICK LEARNER** able to adapt to new tasks and changes in order to provide excellent service to customers and coworkers

## EDUCATION

**BACHELOR OF BUSINESS | University of Newcastle | Feb 2020 - present**

Major: Accounting

**HIGHER SCHOOL CERTIFICATE | Summervale High School | 2019**

Band 6: Advanced Mathematics; Economics; Society & Culture

## CUSTOMER SERVICE EMPLOYMENT

**GUEST SERVICES ATTENDANT | Sails Hideaway Resort | June 2020 - present**

- Assess and attend to customer needs in a timely, respectful manner
- Accurately record sales, refunds and other transactions
- Assist with hospitality service when required

**CUSTOMER SERVICE ATTENDANT | Aromas Café | Apr 2018 - Mar 2020**

- Awarded for Excellence in Customer Service in Dec 2019
- Trained and supported three junior casual staff over the busy holiday periods
- Resolved customer complaints efficiently and professionally
- Balanced tills and handled close of shift procedures

## VOLUNTEERING EXPERIENCE

**CANTEEN ASSISTANT | Mayfield Tigers FC | June - Sept 2019**

- Provided friendly and efficient customer service
- Adhered to hygiene procedures and safety protocols
- Handled cash payments and accurately balanced till at the end of each shift

## EXTRACURRICULAR ACTIVITIES

- Volunteer Surf Patrol Echo Point SLSC: 2015 - present
- UON Innovation and Entrepreneurship Society: 2020

## REFEREES

**MAUREEN FILBY | Year 12 Biology Teacher: 0420 546 879**

**ROBIN JOHNSTON | Manager Sails Hideaway Resort: 0425 321 654**