

TROY RAYMOND STANWAY

PO BOX 13, FERRYDEN PARK, SA 5010

Introduction

Strong desire to gain employment in the communications, information technology, service or professional services industries. Available within 4 weeks, with long term commitment. Current driver's license with personally owned vehicle.

Personal strengths

- Courageously persistent
- Well-developed communication skills
- Enthusiastic
- Committed to excellence

Education

2009 - 2013| Years 8-12 (SACE)

Woodville High School | St Clair, South Australia

2000 - 2008| Years R-7

Kilkenny Primary School | West Croydon, South Australia

2012| Year 11

Certificate III in Customer Contact | HETA Incorporated | Adelaide, South Australia

2012| Year 11

Certificate II in Information, Digital Media and Technology | Thebarton Senior College | Adelaide, South Australia

2013| Year 12

Certificate III in Information, Digital Media and Technology | Thebarton Senior College | Adelaide, South Australia

Work Experience

Operations Specialist 2018 – Present

Specialist 2015 – 2018

Apple Inc. | Adelaide, South Australia | (FT)

- Sales and customer support
- Visual merchandising and demo systems maintenance
- Installation, service of business technology systems and software
- Team management experience
- Stock control and counting
- Telephone customer service
- Facilities management, communication with service providers
- Stock receiving and warranty returns

Office Manager 2008 – Present

ECO Lighting & Electrical (Family Owned) | Ferryden Park, South Australia | (PT)

- Installation, service and repair of business computer systems.
- Installation, service and repair of small business networking, printers and network security devices.
- Web development and related management of websites and email systems.
- Desktop publishing and related marketing paraphernalia.
- Design and implementation of marketing and brand awareness campaigns.
- Management of business finances and accounting practices.

- Finalisation of BAS Statements quarterly and assistance in preparation of Sole Trader personal income tax return.

Crew Trainer 2010 – 2013

McDonalds Australia | Croydon, South Australia | (PT)

- Cooking and production of takeaway foods.
- Training in occupational health, safety and well-being policies.
- Serving customers and providing personalized customer service and care.
- Food order assembly, making of desserts, coffees, frappes and various other food and drinks.
- Cashier training and advanced experience as well as training of the steps to customer recovery.
- Security incident training, e.g. robbery or attack procedure training.
- Education of suggestive selling techniques to improve profit and sales.
- Restocking and visual merchandising of foodstuffs, while observing rotation procedures.
- Generalized food service hygiene and kitchen cleaning procedure training.
- Training in the Crew Trainer role, including skills and related certification, followed by training of new crew at various workstations inside the store.
- Graduation from the Crew Trainer Development Program, followed by training skill certification.
- Training new crew at various stations inside the store, including; service positions and food service positions.

Proprietor / Owner 2011 – Present

Terabyte Technology (Hobby Business) | Ferryden Park, South Australia | (PT)

- Sales and service of consumer & business electronics.
- Customer support of electronic products.
- Basic business skills, including profit and loss understanding.
- Understanding of proper customer service and satisfaction opportunities.
- Web development and related management of websites and email systems.
- Desktop publishing and related promotional material.
- Design and implementation of marketing and brand awareness campaigns.
- Video and graphical design to produce web videos.
- Scripting and news reporting about present and future consumer electronics and the related industries.

Merchandiser 2008 – 2009

Big Ang Deliveries | Manningham, South Australia | (PT)

- Shelf stocking and visual merchandising of bread and related bakery items.
- Basic occupational health, safety and well-being training.

Volunteer 2009 – 2013

Woodville High School Canteen | Woodville, South Australia

- Serving and providing customized service and support.
- Restocking and visual merchandising of foodstuffs, while observing rotation procedures.
- Generalized food service hygiene and kitchen cleaning procedure training.

Skills

- Team player with excellent communication skills.
- Reliable, flexible and hard working
- Professional appearance, attitude and demeanor
- Extensive computer skills, including: desktop publishing; web development; video authoring; computer hardware and software installation, repair and service.
- Widespread knowledge of appropriate customer treatment and service as well as recovery techniques, in the event the customer is unsatisfied.
- Broad knowledge of cooking and hospitality procedures, industry wide.

Hobbies

- Computing
- Programming
- Home Automation
- Gaming

Achievements

- August 2011, September 2011 - Service Star of the month (2 Consecutive months in a row)
- 2008 – Distinction – Computers Skills (ICAS) - University of New South Wales - International Competitions and Assessments for Schools (ICAS)
- Multiple Service, Academic, Achievement and Principal Awards from Woodville High School.
- Australian Mathematics Competition – Participation Award – 2010
- National Computer Science School Challenge – Credit – 2012
- Outstanding Student Award – INAP Training and Development – Certificate III in Customer Contact – 2012
- Woodville High School – Subject Award – Mathematical Applications 2013 (Best in School)

References available on request