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| **Shana Selvanayagam** |

Email: laxsha2000@gmail.com

Phone: 0432448284

**SKILL SUMMARY**

Highly respectful and self-motivated University student, with extensive experience in customer service within the food service industry. Excellent personal presentation and demonstrated ability to work in fast-paced environment. Prepared to work flexible working hours and have a strong work ethics.

**Key Skills :**

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| --- | --- | --- |
| * Clear communication | * Polite and respectful | * Work collaboratively |
| * Team work | * Hard working and fast learning | * Ability to work in busy environment |
| * Effective use of time | * Friendly& approachable | * Abilities to ask for help |
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**EDUCATION**

2019-2020 Doing Bachelor of Psychology at Federation University, Berwick Campus

2018 Successfully completed VCE Year 12 at North Geelong Secondary College

**Certificates/Awards:**

2018 Certificate III in Hospitality SIT30616 from Willian Angliss Institute

2017 Certificate of Participation for participating in the learning program and undertaking a traineeship through William Angliss Institute

2015 Australian mathematics competition sponsored by the Commonwealth Bank

2014 Deakin university award for participation in the 2014 access express residential camp

**EMPLOYMENT HISTORY**

**Currently working** : **March 2020**

Cotton On Group Services Distribution

Casual E-commerce Distribution Team Member – Bander/Packer / Picker

Responsibilities/Achievements

Duties

* Operate banding machine
* return tubs to sorter area using flatbed trolley
* emptying scrap bin
* general clean up
* assist on packing line when needed packing online customer orders including but not limited to Click and Collect, Express post, E post parcels and label as such ensuring all orders are checked for errors.
* Ensure postage labels are attached and customer receipt/proof of purchase placed inside order.
* Ensure all deliveries are ready for dispatch to meet order due date requirements.
* Checked picked orders, selected proper box size, packed, and prepared for shipping
* Receive shipment and check for damaged and/or missing items from order
* Restocked items when necessary.

**Sphinx Hotel (Bistro, Bar, Function Rooms) - 2018**

**Waitress/Customer Service**

Duties:

* Open and closed Bistro
* Customer Service
* Cash handling
* Complaints management
* Using booking system and calendars
* Greeting customers on arrival
* Cleaning
* Serving food and beverage
* Following OH&S protocols

**Deer Park Club (Bistro) Hospitality Placement - 2017**

**Customer Service**

Duties:

* Taking orders
* Cleaning
* Communicating in a polite and respectful manner

**REFEREES**

**Julie** (professional reference)  **Scott Faulkner** (character reference)

Owner Teacher

Sphinx Hotel St Albans Secondary College

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