

Education

Awarded
from

B.A in Design.

Queensland College of Arts

- 2023
Major in Product
Minor in Graphic Communication

B.A in Psych. Science

Griffith University

- 2015

Cert 3 Child Service

Queensland Tafe

- 2010

Experience

Roles prior to 2015 available upon request

Senior Customer Service Consultant

2021 - 2025
EB Games &
Zing Pop Culture

- Strong written and verbal communication skills to effectively engage internal teams, external stakeholders, and customers, including providing clear explanation regarding company procedures and decisions.
- Managed high-volume inbound calls and email enquiries with professionalism, providing accurate information, timely responses, and effective resolutions.
- Investigated, analysed, and resolved incidents efficiently using structured troubleshooting methods, identifying trends, faults, and root causes.
- Applied in depth knowledge of the company to problem-solving customer issues and navigate operational challenges, ensuring compliance with organisational standards
- Coordinated warranty claims and conducted technical assessments to support accurate decision-making and maintain customer satisfaction.

Buying & Production Assistant

2018 - 2021
EB Games &
Zing Pop Culture

- Coordinated daily with buyers, vendors, factories, and internal teams to ensure timely execution of key processes and on-time product delivery.
- Oversaw end-to-end product development activities, including sample management, image approvals, compliance tracking and alignment with quality standards.
- Generated and analysed sales and operational reports, while managing online submission portals to support informed decision-making and efficient workflows.
- Monitored inventory levels and collaborated with buyers to forecast demand, support timely replenishment, and minimise stock shortages.
- Applied strong organisational and problem-solving skills to manage multiple deadlines, proactively resolve production or delivery issues, and maintain supply chain continuity.

Store Manager

2015 - 2018
Zing Pop Culture

- Directed daily store operations, meeting budget targets while maintaining high standards in customer service, merchandising, and team performance.
- Led, coached, and developed team members through KPI monitoring and targeted training initiatives aligned with organisational objectives.
- Implemented sales and merchandising strategies to drive revenue growth, consistently exceeding performance targets and improving store profitability.
- Managed stock control and visual merchandising, including stocktakes and product placement, to optimise presentation, availability, and customer engagement.
- Ensured compliance with company policies, procedures, and health and safety requirements, maintaining a safe, efficient, and professional store environment.

Volunteer Experience

Graphic Designer

The Nurtured Village

○ 2023

Liveworm

Griffith University

○ 2022

Foster Carer (Feline)

Animal Welfare League

○ 2021-2023

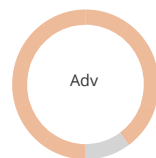
Activity Coordinator

Mary & Marthat's Domestic Violence Refugee

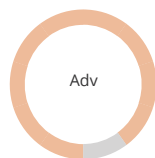
○ 2015

Skillset

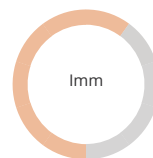
Adobe Suite



Illustrator



Photoshop



Indesign

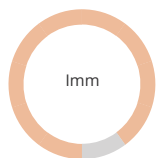


Lightroom

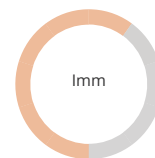


Premiere

CAD Programs



Fusion 360



Keyshot



Solidworks



Sketchup



LightBurn

References

Egan Still
Director of Merchandising & Stores

Details provided upon request

Leonardo Faino
Customer Service Manger

Details provided upon request

Forrest Gillham
Founder & Director of Outside Assembly

Details provided upon request

Kellie Cotton
QCS & Senior Advisor Finance and HR

Details provided upon request