

# Resume: Alexander Waite

## Profile

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I am 19 years old from Adelaide who is experienced in customer service and technology. In my previous work places I have worked in several roles which strengthened my skills in customer service which has enhanced my ability to communicate, listen and understand and cooperate with customers and clientele. My passion is to work within IT specifically in the field of front end development and software. I believe my social skills from prior hospitality experience could prove useful in the IT industry.

## Experience and Skills

### **Customer Service:**

Since the age of 16 I worked in a busy hotel (The Hyde Park Tavern), I worked many roles in this workplace and many of which involved interaction with customers, it was expected that staff were able to notice and resolve issues to a point of customer satisfaction, this skill was especially necessary in large functions and events as these were almost always high pressure situations with many factors to balance to ensure the clients were pleased with the service they had received. Through my time at the Hyde I developed problem solving skills in relation to customer service which in turn has enhanced my social and communicative skills all round.

### **Flexibility:**

My time at the Hyde Park Tavern i worked a variety of roles that all sharpened my skills in different areas and taught me that I handle change well. In the beginning my role was Glassy and I worked only in the bar, polishing glasses, maintaining and organizing stock and collecting dishes from tables. Over time I would get much quicker at these tasks and find myself with spare time, this time I would spend working in the restaurant setting tables or making and delivering coffee to customers. Before long I was performing many roles such as general function worker, glassy, waiter and even kitchen hand. I was often called in on short notice and always eager to work, I maintained a show of punctuality through my lack of late days.

### **High Pressure Worker:**

The position I learned the most from at the Hyde was in my time as a kitchen hand, working in the kitchen of a busy hotel involved working efficiently in a loud high pressure environment. Due to pace I was expected to work at I would constantly be thinking of ways I could refine and improve my common processes so I could keep ahead of the dishes and make time for food prep and other areas of assistance.

### **IT:**

My whole life I have had an avid passion for computers and IT, Recently this passion has been narrowed down to specifically the software and front end development side of IT I am currently partaking in a course at the University of Adelaide to learn and become proficient at full stack development.

## My Strengths

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- ☛ Self Motivated
- ☛ Analytical Skills
- ☛ Positive team member

- ☛ Punctual
- ☛ Willingness to learn
- ☛ Focussed under pressure

## Experience

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### **The Hyde Park Tavern (~2 Years)**

#### **Glassy:**

- Customer service
- Stock management
- Time management
- Late Shifts

#### **Kitchen Hand:**

- High pressure environment
- Rapid pace
- Time management
- Supreme coordination

#### **Function Worker:**

- Positive Attitude
- Rapid pace
- Strong communication skills
- Great organisation

## Training

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- MCBI 60MOC Seminar - Data Collection
- MCBI 60MOC Seminar - Agile Development
- Cert III in Information and Technology
- University of Adelaide - Full-Stack coding bootcamp
- St Francis de Sales College - SACE Achieved