ADAM ROPER

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http://resume.adamroper.com

Professional Profile

With excellent communication skills, both written and verbal and the ability to liaise with people from diverse backgrounds, I am a highly organised individual who can work with minimal direction that has excellent time management skills and completes each task to a high standard. My proven management skills have demonstrated the ability to lead and motivate others across varied roles.

I enjoy working in a team environment, but can also be relied upon to complete any task as an individual. I have diverse experience in retail, call center, food & beverage, customer service, technical support and information technology.

Objective

To participate as a team member in a dynamic work environment focused on promoting business growth by providing superior service and value utilising such skills as:

- Management & Leadership
- Exceptional Customer Service
- Technical and Computer Related

Personal Attributes

Accurate, Adaptable, Alert, Ambitious, Amiable, Analytical, Articulate, Assertive, Attentive, Broad-minded, Businesslike, Calm, Capable, Careful, Competent, Confident, Conscientious, Consistent, Cooperative, Dedicated, Determined, Efficient, Enterprising, Flexible, Hardworking, Honest, Independent, Industrious, Innovative, Motivated, Optimistic, Organised, Patient, Persevering, Practical, Productive, Realistic, Resourceful, Responsible, Versatile

Skills Summary

Customer Service – Proficiency: *Advanced*

- 20 years experience across varied industries

Computers & Technical – Proficiency: *Advanced*

- 20 years experience across varied industries

Management and Leadership – Proficiency: *Intermediate*

- 15 years experience across varied industries

Other Skills

ADSL Technical Support, Air Conditioning Installation, Amusement Ride Operation, Appointment Setting, Bar Operation, Building Maintenance, Cash Handling, Computer Repairs, Computer Sales, Conflict Resolution, Counter Enquiries, Counter Sales, Creative Consultancy, Customer Account Management, Customer Liaison, Dispute Handling, Face-to-Face Interviews, Gardening, Graphic Design, Lawn Maintenance, PC Technical Support, Pallet Jack Operation, Product Sales, Sales Presentations, Staff Liaison, Staff Supervision, Staff Training, Stock Control, Stock Processing, Telephone Interviews, Telephone Technical Support, User Interface Design, Veneer Gluing Machine Operation, Voice Acting, Web Development

Experience

Backdock Assistant | GAZAL Corporation | *Sydney, NSW*
Web Developer | Freelance | *Sydney, NSW*
Offsider / Labourer | Casual Laboring Positions | *Sydney, NSW*
AMF Bowling Centres Australia | Bartender / Cafe Attendant | *Sydney, NSW*
Telstra Bigpond (Teletech) | Customer Service Representative | *Sydney, NSW*
Vodafone Australia (Teletech) | Customer Service Representative | *Sydney, NSW*
GlobalFusion | Web Developer (Self Employed) | *Sydney, NSW*
Ernst & Young | Building Services | *Sydney, NSW*
Internet Home Users Group | Customer Service Representative | *Sydney, NSW*
Ernst & Young | Building Services | *Sydney, NSW*
The Home Help Desk | Computer Technician | *Sydney, NSW*
Processed Forest Products | Veneer Machine Operator | *Sydney, NSW*
Stollznow Research | Market Interviewer | *Sydney, NSW*
RC CompuDoc Pty Ltd | Computer Technician | *Bathurst, NSW*
Dizzyland Amusements | Ride Operator | *Sydney, NSW*
World News Center | Newsagent | *Sydney, NSW*
CutCo International | Sales Representative | *Sydney, NSW*
Woollahra Newsagency | Newsagent | *Sydney, NSW*

Education

2014

- **Diploma of Marketing** (BSB51207)
  Martin College *(currently studying)*

- **Advanced Diploma of Marketing** (BSB60507)
  Martin College *(currently studying)*

2007

- **BarMax Bartending Course**
  Barmax Australia

2002

- **Responsible Service of Alcohol Certificate** (NSW)
  BarMax Australia

- **Responsible Conduct in Gaming Certificate** (NSW)
  BarMax Australia

- **Bartending Course**
  Speedpour Australia

1998

- **Certificate III in Information Technology** (3601)
  TAFE NSW