

# ADAM ROPER

CLIENT RELATIONS SPECIALIST

## RECENT EXPERIENCE

### **ICONS | RAUXEL Pty Ltd, Sydney NSW – Chemical Dispenser**

DECEMBER 2023 - ONGOING  
Measuring and mixing raw materials and chemicals for cosmetic products

### **Applied Resource Creations, Sydney NSW – Designer**

AUGUST 2013 - ONGOING  
Digital design and consultancy

### **Saunders Mensland, Ulladulla NSW – Retail Assistant**

JUNE 2022 - DEC 2022  
Retail menswear & workwear sales

### **Karaoke Logic, Ulladulla NSW – Co-owner**

APRIL 2022 - DEC 2022  
Event management, karaoke hosting, MC, DJ

### **The Marlin Hotel, Ulladulla NSW – Bottleshop Attendant**

DECEMBER 2021 - APRIL 2022  
Store sales, open & close, inventory management, deliveries

### **Bupa Aged Care, Berry NSW – Maintenance Officer**

JANUARY 2021 - MAY 2021  
Maintenance of all building facilities

### **Smiling on the Inside, Milton NSW – IT Administrator**

DECEMBER 2016 - JULY 2019  
Digital asset production and administration

### **GAZAL, Banksmeadow NSW – Backdock Assistant**

MAY 2012 - JUNE 2013  
Warehouse receiving operations

### **AMF Bowling Centres, Randwick NSW – Bar/Cafe Attendant**

DECEMBER 2005 - JUNE 2007  
Food and beverage service

## SKILLS

Customer Service  
Technical Support  
Troubleshooting  
Clear Communication  
Active Listening  
Problem Solving  
Reliability  
Team Leadership  
Collaboration  
Time Management  
Multitasking  
Critical Thinking  
Adaptability  
Sales  
Training & Development  
Process Improvement  
Emotional Intelligence  
Conflict Resolution  
Presentation  
Creativity

NSW, AUSTRALIA

+61 415 965 368

findme@adamroper.com

Last updated: December 2023  
Latest Version: <https://resume.adamroper.com>

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CLIENT RELATIONS SPECIALIST

## PROFESSIONAL OVERVIEW

I am a dedicated customer service professional with over 20 years of experience delivering excellent service in retail, food & beverage, IT support, healthcare, and other industries. I have consistently demonstrated my ability to build rapport, empathise, and resolve issues to the complete satisfaction of customers and clients.

My excellent communication and interpersonal skills allow me to interact effectively with people from all backgrounds. I am adept at listening carefully to understand needs, explaining complex information clearly and concisely, and resolving complaints patiently.

In addition to providing individual customers with positive experiences, I have proven management experience motivating teams and leading by example. I take pride in my integrity, professionalism, presentation and initiative. With my diverse background and dedication to providing outstanding service, I am now seeking a role where I can utilise my experience to benefit your organisation.

## LEARNING & DEVELOPMENT

**TAFE NSW, Ulladulla NSW**— *Cert. Responsible Conduct in Gambling*

MAY 06, 2022

ID CCH10890793

**TAFE NSW, Bathurst** — *Cert. III in Information Technology*

1998

Studied Certificate III in Information Technology

**RSA Express, NSW**— *Cert. Responsible Service of Alcohol*

ISSUED MAY 2019 - EXPIRES MAY 2024

ID CCH10890793

**TAFE NSW, NSW**— *Statement of Attainment in First Aid*

## REFERENCES

**Craig Saunders**  
— *Saunders Mensland*

OWNER  
0425 201 759

**Kristy Taylor**  
— *Karaoke Logic*

CO-OWNER  
0425 201 759

**Anne Horsley**  
— *Bupa Aged Care*

GENERAL MANAGER  
02 44296100  
0451 055 141

**Andrew Dawson**  
— *Bupa Aged Care*

CO-WORKER  
0451 055 141

**Tahlia Astley**  
— *Smiling on the Inside*

OWNER  
0472 650 399

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