

# John Sample

## Resume

Tel: 3333 4444  
Mob: 0429 555 555  
Email: John@xyz.com  
Postal: 3 Widgee Crossing Road  
Brisbane Qld 4000

---

## Highlights

- ◆ Efficient, organised, and reliable performer with solid business management experience and a “can-do” attitude
- ◆ Practical, results-focused worker and manager with capacity for innovation when needed
- ◆ Excellent customer liaison skills with tourism industry experience
- ◆ Qualifications include Motor Mechanic, First Aid, Heavy Vehicles, Coxswain, and Fire Fighting

## Major Skill Areas

- ◆ **Planning and organising** – highly competent in planning and managing work activities
- ◆ **Staff management and development** – recruitment and selection, training, rostering, delegation
- ◆ **Customer service** – broad experience in a range of businesses in client liaison, problem solving and advising
- ◆ **Team player** - able to work well with others in a team environment or independently as the situation requires

## Work Experience

Mar 03 – July 04    **Senior Mechanic** - Doyles Garage, Gympie

Senior mechanical duties as well as training, stock taking, ordering and customer service.

Oct 01 – Feb 02    **Tour Guide** - Darwin

Guided tours throughout Litchfield National Park. Duties included driving catering and guide tours.

Fishing charter tours. Duties include Coxswain duties, filing reports (national) catering, customer service, use and maintenance of all equipment.

- 1998 – Oct 01      **Workshop Foreman** - Night N Day Autos, Darwin
- Diagnostic and technical advisor to all staff, staff supervision, rosters, orientation apprentice training, recruitment interviews, major engine overhauls, stock taking, ordering, customer liaison and problem solving.
- 1995 - 1998      **Senior Technician & Team Leader** - Bridge Autos Toyota, Darwin
- Mechanical specialist duties and in addition, staff allocation, rosters, orientation, customer service and apprentice training.
- 1995 -1998      **Assistant Manager** – Beaurepaires, Darwin
- Recruitment, stock taking, ordering & customer service
- 1984 - 1985      **Service Station Manager/Owner**
- Managed all aspects of the business for the service station and mechanical workshop including stock taking, ordering, invoicing, and customer service.
- 1978 - 1981      **Customer Service** - Brake & Clutch centre  
Parts and counter sales, brake and front end specialist, & customer advisor.

## Qualifications

Motor mechanic – Trade qualified

St John's Senior First Aid Certificate

Heavy Vehicles Driver's Licence – HR R

Coxswain – Certificate of Competency (vessels up to 12 metres)

Plant and Crane Operator – Certificates of Competency

Basic Fire Fighting – Certificate of Competence, AirServices Australia

## Referees

Available upon request.