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## **CUSTOMER SERVICE PROFESSIONAL**

### **PROFILE:**

- 10+ Years Call Centre experience with successful completion of Certificate III – Customer Contact, experience with Sales, Internet Technical Support (Dialup and DSL), Internet DSL Administration, Customer Service (Billing, Provisioning, Credit, and Correspondence Departments)
  - 15+ years' experience in Customer Service & Retail Sales with recognized strengths in Mobile Phone and Computer Sales, problem-solving and trouble-shooting, sales staff support and Management.
  - Expert on Broadband and Dial up Internet systems with the ability to instruct people in configuring computers and trouble-shoot computer and internet problems.
  - Experienced in computer support relating from both retail support and Smartnet (AAPT) help desk, most recently providing helpdesk support for Gizmo & Dell
  - Possess solid computer skills. Excellent working knowledge using both IBM and Mac systems; Microsoft Office, Microsoft Windows (all versions), Mac OSX & OS9.0
  - Ability to train, motivate and supervise Customer Service employees. A team player, acknowledged as "Total Quality Customer Service Professional."
  - Talent for identifying customer needs and presenting appropriate company product and service offerings
  - Management Experience ranging from retail Assistant Store Management experience to Team leader and second-in-command management experience in the Excelior Bendigo Call centre
  - 10+ Years Experience in I.T. Helpdesk Support, Field Support & website Design Services
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### **EMPLOYMENT:**

	<b><u>Freelance Web Designer T/AS CLICK-ME-IT</u></b>	<b><u>Bendigo</u></b>
March 2012 to Present	<ul style="list-style-type: none"><li>• Creating Client Websites</li><li>• Creating Own websites</li><li>• HTML</li><li>• Word Press</li><li>• Graphic Design</li><li>• Document Design</li><li>• Advertisement Design</li><li>• Office Management Support</li><li>• Onsite Technical Support</li><li>• Clickmeit.com.au</li><li>• Onsitetechnicalsupport.com.au</li></ul>	

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Aug 2011 to  
Dec 2011

**Allways Removals**

**Bendigo**

- Managing Removal Staff
- Logistics of Trucks Movements
- Booking Removals
- Invoicing
- Payment collection
- Creditors & Debtors
- Document design
- staff training
- phone answering
- email management
- Multi location logistics
- interstate logistics
- wages & cash handling
- Office Duties- General
- Household Quotes & Inspections

Aug 2010 - Aug  
2011

**Telstra Business**

**Burwood**

- Billing & Account Enquiries
- Sales & Sales Referrals
- Complaint Resolution
- Training in supporting Mobile, Internet and Fixed line services
- Have received certificates for Customer Satisfaction
- Able to work with and manage targets to achieve desired results in KRA's
- Consistently meet or exceed "Key Result Area" targets.
- Good working knowledge of Telstra systems and able to learn new systems quickly
- Adaptable To change fast learner able to take on new process and roles quickly

Sep 2004 –  
June 2010

**Bendigo Call Centre - Excelior**

Bendigo Vic

**Phone Technician – Gizmo & Dell**

- Troubleshooting Windows & Mac based issues for customers of both Gizmo & Dell.
- Fixing software issues relating to Microsoft Office.
- Networking – setting up and troubleshooting.
- Hardware fault diagnosis.
- Gizmo training included internal certification for repairs and upgrades of systems both onsite and phone based Network Services – setting up and repairing networks both on-site and phone based and computer setup services.
- Skilled in malicious software identification & removal, on-site and over the phone.
- Extensive knowledge of Windows based operating systems
- Microsoft Office – Experience with all versions of Office both in use

- and repairing.
- Microsoft Course 5117A – installing, configuring, troubleshooting, and Maintaining Windows Vista (course was administered via Gizmo and included Windows 7).

### **Consultant & Admin Support – DEWHA**

(Department of Environment, Water, Heritage and the Arts)

- Outbound Calling – Registered program participants.
- Administration – Collecting, sorting and archiving of confidential documentation.
- Database Administration.
- Extensive Excel spreadsheet experience.
- Assistant Manager – Supporting team members in this outbound contact role.
- Coaching, training and support of team members.

### **Customer Service Representative – AAPT**

- Have worked in Billing, Customer Service, Sales & Technical Support departments, assisted Correspondence Department in October 2006.
  - Consistently meet or exceed “Key Result Area” targets.
  - Good working knowledge of AAPT systems and able to learn new systems quickly.
  - Able to motivate those around me, helping to create a strong team environment.
  - Have performed assistant manager duties within Billing Department and Smartnet Teams, with strong aspirations to do more assistant manager and team manager work
  - Have received certificates for Customer Satisfaction & Call Review results,
  - Most Improved CSC November 2006
  - Team Manager for Smartnet (2008)
  - Able to work with and manage targets to achieve desired results with strong results in Sales
  - Member of the founding team of AAPT Smartnet (Technical Support ) in the Bendigo Call Centre that started as a trial and was moved to a permanent role following outstanding results
  - Updated and created content for Internal Web Systems for the AAPT client on numerous occasions (this involved html & Java script programming )
  - DSL Administration – Duties involved fault escalation, staff feedback & coaching development, website content development, website maintenance, dealing with wholesale partners directly to resolve service and network issues.
  - Outbound Sales – existing customer base
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1999 - May  
2004

Dick Smith Electronics,

Bendigo Vic

**Customer Service & Sales Representative & Assistant Manager  
2002 to 2004**

Worked with 12 sales professionals covering two stores (Dick Smith Electronics Bendigo and Tandy Electronics Bendigo as Assistant Dual Site Manager). Responsible for increasing sales across all product lines including, add-on sales, i.e. Extended Warranties Sales with Prestige Protection

- Quickly and effectively solve customer challenges
- Constantly seeking new ways to improve customer service
- Trained In Mobile Phone Sales (Telstra Post Paid & Most Networks Pre-Paid)
- Trained In GE/AGC Credit line contract applications
- Able to learn quickly to adapt to any workplace change
- Trained in Store Loss Prevention techniques
- Performed in-store and phone support for Computer Technical issues including restorations of PC's and Internet Configurations for both Dialup and ADSL.
- Member of the Sales Team when the store won Store of the Year in 2001
- **Assistant Manager 2002 to 2004**
- **Dual Site manager of Tandy Bendigo**

1996 - 2001

Big W,

Bendigo Vic

**Customer Service Representative & Register Front End Supervisor**

Worked with many Staff responsible for quick and great customer service in the store.

- Worked in Staff Supervision for Front Registers & Front Desk
- Sales Assistant across all Hard Goods Departments
- Trained in Store Loss Prevention techniques
- Cash Register Service assistant trained as of 2001

**EDUCATION:**

Catholic College Bendigo,

Bendigo Vic

**Completed Year 11 in 1997**

**Completed Systems and Technology Units 1-4 in 1997**

**ICT30102 Certificate III in Customer Contact – certificate number  
ATCB0036**

**Completed Diploma of Business**

**BSB50207 in 2012**

**Completed Cert 3 Micro Business in  
2013**

**Activities:**

**Studying Diploma of Digital Media Technology** at Evocca College (Online)

Building, servicing and supporting computer systems.

Program / Build html & Java script based websites in own time for personal projects.

Walking.

Reading.

Writing short stories & hope to publish a book soon.

**Referee  
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