

Nicholas Pugh

4 COLLINGWOOD AVENUE HAZELWOOD PARK, SA, 5066

nic@nicpugh.com.au

TEL 0400 277 837 **HOME** (08) 8379 1044 **DOB** 19/02/1990

Profile

I am currently studying a Bachelor of Design Studies at Adelaide University and have recent retail experience at Vintage Cellars & Vodafone Hutchinson Australia. Over the past four years, I have also worked in other customer service environments including MyBudget as an Account Negotiator.

Key Skills

SALES EXPERIENCE

In my previous jobs I have gained a wealth of experience in a wide range of sales environments. These jobs have given me skills in handling money, using EFTPOS, dealing with customers, and accommodating their needs within required limits.

COMMUNICATION

With a number of years dealing with customers and clients, I have acquired great communication skills as well as the ability to speak to a vast range of individuals and companies. This has helped in my previous jobs selling products and resolving disputes between parties.

Experience

SALES ASSISTANT, VINTAGE CELLARS, JUNE '12 – DECEMBER '12

A 100% customer focus was required for this role along with a full knowledge of known wine regions and varieties. This job also required working alone for several hours while managing the store and customers.

SALES ASSISTANT, VODAFONE, JULY '10 – JANUARY '12

Role included providing assistance, technical support, and one-on-one sales of products and services to customers. Jobs also included stock take of product inventory as well as EFTPOS and cash sales.

ACCOUNT NEGOTIATOR (PROMOTION), MYBUDGET, APRIL '09 – JUNE '09

Primary role included contacting creditor companies such as banks and mortgage companies in order to negotiate budgets for customers. Also included significant work in financial planning for clients.

ACCOUNT NEGOTIATOR ASSISTANT (PROMOTION), MYBUDGET, JUNE '08 – APRIL '09

Assistant role to accounts negotiation team, involving follow-up contact to creditor companies (as above), and further communication with clients.

OFFICE JUNIOR, MYBUDGET, JANUARY '08 – JUNE '08

Entry-level support role, involving support for a wide range of portfolios within the business.

SALES ASSISTANT, THE ELECTRIC LIME, '06 – JANUARY '08

Working in a small gift shop in Adelaide, involving communication and point-of-sale work with customers. Including work with MYOB accounting software, EFTPOS and cash sales.

Certificates & Licenses

Full Australian Driver's License

Responsible Service of Alcohol Certificate

Certified First Aid Certificate

Education

Adelaide University — Bachelor of Design Studies, 2012-Present

Certificate 3 in Business Administration — December 2007

Prince Alfred College — Reception-12, 1995-2007

References

Paul Windsor, ASM Vintage Cellars

Vintage Cellars Assistant Store Manager.

June '06 – December '12

MOB 0403 698 009

Mr Rob Hedger, Vodafone

Vodafone, Manager

July '10 – January '12

MOB 0402 297 852