Alex Thomas

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Nationality: Indian

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Objective

I seek a challenging position in a progressive company that will allow me to use my skills and experience I gained in Australia since November 2008 to April 2016, now I am looking for an opportunity to give my best in my professional pursuit for overall benefit and growth of the company that I serve by facing the challenges. I will show my calibre and gain some experience.

Work Experience

 **Deputy Test Centre Administrator, Board of education** Sep 2017 - Present

 Idp Education Pty Ltd

**Key Responsibility:**
• Assumes responsibility for the security of the completed test papers and for the processing of
all test results.
• Monitoring and ensuring the smooth running operation of the actual exam.
• Maintaining applicant information, form details and photo scanning candidate’s pictures.
• Responsible for all aspects of IELTS Materials (Speaking folders, OMR’s)
• To ensure that the security and test Integrity of the IELTS is maintained.
• Ensure all related administrative requirements such as monthly and quarterly reports and marketing are satisfactory achieved.
• Maintain and record all monitoring documents for Examiner Staff.
• Maintain and record all monitoring documents for Clerical Marker Staff.
• Liaise with staff salaries and pay claims for IELTS testing staff.
• Deal with inquiries; complains and appeals; oversee registration of candidates and process
registration.
• Ensuring all staff sign and adhere to the code of practice and Confidentiality declaration.
• Arranging training sessions for IELTS Examiners and clerical markers, including schedules,
dates and venues.
• Keeps an updated record of IELTS Examiners and Invigilators.

**Emaar Group, Dubai, UAE 11/2016 - 02/2017** Customer Service Representative

Key Responsibility:

- Providing Exceptional Customer Service experience to all inbound callers.

- Maintain productive and working relationship with potential sellers and distributers

- Provide accurate operational information and assist merchants to get on board on company’s platform via calls including Skype calls and E-mails.

- Scheduling meeting and meet potential merchants to resolve various queries.

- Providing help in creating and uploading products.

- Responsible for approving products/catalog.

- Co-ordinate with other departments within the organization like content, warehouse, commercial, IT to resolve any concern raised by seller.

- Encouraging and convincing merchants to store their products at company’s warehouse.

**Key Achievements:**

- Promoted from customer champion to seller support within 4months of tenure.
- Training new support agents who are boarding the company.

**Asurion Australia, Melbourne, Victoria Australia 11/2014-04/2016**

Mobile Technical Support

**Key Responsibility:**- Ensuring high level of accuracy and customer service was achieved at all times.
- Effectively troubleshooting Devices (Phones & tablets) which has malfunction issue.
- Maintaining professionalism while assisting customer and raising Service Request to place replacement device
- Giving detailed and accurate advice of Terms and condition to follow after placing an order.
- Achieving targets and kpi’s by the end of the month while maintaining the exceptional customer service.
 **Key Achievements:**- Qualified for quarterly Bonus for achieve Kpi’s. Promoted to Mobile Technical specialist (MTS) within first 6months of Tenure, to help customers with troubleshooting their device.

**Call Active, Melbourne, Australia 06/2014-10/2014**

**Customer Support**

**Key Responsibilities –
-** Ensuring high level of accuracy and customer service was achieved at all times.
- Educating customers with their account queries and their bills.
- Co-coordinating with the team for better time and place management and delivery accuracies.
- Tracking and reporting day-to-day sales with the proper and complete details of the job done.
- Achieving targets and kpi’s by the end of the day while maintaining the exceptional customer service.

**Woolworth Pty Ltd, Melbourne, Victoria, Australia 11/2011 - 07/2014**

Customer Service Representative

**Key Responsibilities –
-** Online Orders: Processing all online orders receiving & dispatching.
- Stock management – Updating records of Stock refilling and managing the stock    database in the company’s software.
- Product returns: look after the rejected or item needs repair, contacting specific company for further assistance.
- Setting, delivering and maintaining the highest level of customer service.
- Communicating all company policies and ensuring procedures were followed by myself and my co-workers.
- Managing and assisting customer complaints that may arise within the operations.
- Assisting in training all new retail replenishment assistant entrants in the business.
 **Key Achievements –
-** I was promoted to a senior level permanent employee of the company in just 2 months, for the best performance over the period. Thereafter, due to my progress and enthusiasm of helping customer, got me another promotion from back office work to customer service associate within 6month of work frame.

**St. Dominic Savio School, Jhansi, Uttar Pradesh 04/2016 - 09/2016**

Computer Engineer

**Key Responsibilities-
-** Managing accounts on computer.
-  Technical assistance and troubleshooting to school computers and their servers.
-  Installing e-class and training teachers.

**Education**

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| **University of Ballarat (Now known as Federation University) Ballarat**, Melbourne, Victoria Australia Information Technology in System Analyst | 2007 - 2010 |

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| **St Peters Institute** Melbourne, Victoria Australia Diploma In Business in Business Management | 2015 - 2016 |

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| **Regional Educational Institute** Abu Dhabi, United Arab Emirates CCNA Certification in Routers and Switches | 2015 - 2016 |

**Skills**

**KEY SKILLS:
-** Good at managing both people and situation.
- Good in chatting(45WPM) with customers in a professional manner

- Great communication skill.
- Work well both on my own and as part of a group or team.
- Cope well with added responsibilities.
- Can work competently even under pressure.
- Self-motivated and innovative.

**Computer Skills
-**Certified computer user with competence in Microsoft Office operations and Internet use.
- Ability to work with operating systems including Windows and Mac OSX.
- Basic hardware and software skills
- "C" & C++ Programming Language
- Microcomputer Repair - fault analysis and troubleshooting the internal structure and operation of modern personal computers, with the emphasis on apple computers and Intel-based PC's using Microsoft operating systems (DOS, WIN 98, WIN 2K, WINXP) and upgrading.
- Familiar with AVAYA Systems, Genesis and Zendesk

**Reference**

Mrs Sonal Pednekar

Team Manager at Asurion Australia

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Mrs Maree

Department manager gardening at Woolworths Pty Ltd, Victoria, Australia

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Fr. John Padiyatil

School principal and manager at St. Dominic Savio Convent School, India

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