

# VICTOR P TAFFA

Address: 4/69A Darvall Road, West Ryde NSW 2114

PH/Fax: (02) 9874 1542 Mobile: 0416 134 650

E: [ypt000@southernthunderer.com.au](mailto:ypt000@southernthunderer.com.au)

[www.southernthunderer.com.au](http://www.southernthunderer.com.au)

[www.isput.com.au](http://www.isput.com.au)

---

## Career Objective

I offer initiative, reliability, professionalism and enthusiasm. I have extensive experience in sales, marketing and merchandising, and am now looking to put these skills into practice. I believe I will be a valuable asset to any future employer and look forward to discussing my skills and how I can be of benefit to your organisation.

## Skills Summary

- Marketing Certificate: Meadowbank TAFE
- Retail Certificate: Meadowbank TAFE
- Extensive customer service experience in a corporate environment
- Experience in determining customer needs to recommend appropriate product
- Strong knowledge of quality control standards and procedures
- Experienced with stock control and movement of goods
- Experienced in checking invoices and processing orders
- Excellent merchandising skills, branding and product placement
- Ability to collect data and analyse it
- Excellent phone manner and communication
- Computer skills in MS Word, Excel, Publisher, e-mail and Internet
- Accurate data entry at 30 wpm
- Strong OH & S knowledge, and first aid qualified
- Ability to multi-task and effectively manage time
- Ability to work both independently and as part of a team

## Employment History:

**Company: The Southern Thunderer**

**Period: 2009-Present**

**Position: Editor**

**Duties:**

- Editing content
- Writing articles
- Advertise and promote business

**Company: Taxis Combined Services**

**Period: 2003-2009**

**Position: Taxi Driver**

**Duties:**

- Customer Service

- Passenger Pick up & Drop-offs
- Tourist Information
- Sales

**Company:** Mitre 10 - Taffa's Hardware

**Period:** 2002 - 2003

**Position:** Store Management

**Duties:**

- Responsible for opening and closing of store
- Sales and customer service
- Highlighting features and benefits of products
- Company banking and tallying of takings
- Determining pricing strategies
- Register operation, transactions and cash handling
- Warehouse operation and stock control
- Ordering and buying of stock
- Computer scanning and stock-take

**Company:** Adecco Pty Ltd

**Period:** 2000 - 2002

**Position:** Customer Service Representative

During this period I was employed primarily with NEC, SOCOG, and UPS Logistics, both in Customer Service, as well as Warehouse Operations. My duties included:

- Extensive telephone work and customer liaison
- Olympic ticket sales and data entry
- Inbound and outbound sales and follow up calls
- Adhering to company quality control standards
- Product order processing and preparation for shipment
- Visual merchandising of goods
- Monitoring stock flow

**Achievements:**

- Achieved target number of calls to process
- Maintained professional, friendly and polite disposition at all times

**Company:** North Ryde RSL Club

**Period:** 1998 - 1999

**Position:** Club Steward

**Duties:**

- All aspects of bar work
- Qualified and trained in bartending, RSA and RCG
- High level of customer service and waitering
- Experienced pouring drinks both on tap and from bottles
- Knowledge of a range of beer, spirits and liqueurs
- Experienced with poker machines and administering pay-outs
- Accurate taking of customer orders and good listening skills
- Food handling and serving of customers
- Experienced operator of computerised cash registers

- Flexible approach to work rostering
- Knowledge of occupational health and safety procedures

**Company:** South Sydney Leagues Club

**Period:** 1997 – 1998

**Position:** Barman / Waiter

**Responsible for all duties as listed above.**

### **Education and Training**

- Certificate of Freelance Journalism, Cengage Education
- Barista and Coffee Art Course, Coffee School
- Real Estate Certificate of Registration, Century 21
- Bar and Cocktail Course, Alex Beaumont
- Responsible Service of Alcohol Certificate (RSA), R & C Association
- Responsible Conduct of Gambling Certificate (RCG), Alex Beaumont
- NSW Taxi Authority
- Fork Lift Licence, Crown Fork Lift
- First Aid Certificate, SECTA Pty Ltd
- Marketing Certificate: Meadowbank TAFE
- Retail Certificate: Meadowbank TAFE
- HSC: St Patrick's College, Strathfield

### **Referees**

**Sodi Singh-Taxis Combined Services**

**0413 844 955**

**Work Referee**

**Ron Taffa-Mitre 10**

**(02) 9809 0222**

**Work Referee**

**Andrew Watson**

**0413 018 245**

**Personal Referee**