




# James McGregor

Gold Coast, Queensland   
+61 403 625 486   
jam\_allan@hotmail.com 

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## Skills and Qualities

- Ability to empathize with people from all walks of life gained from both my extensive customer service experience and volunteer experiences
- Have extensive experience in providing face to face customer service, and handling customer complaints
- Excellent at learning how to navigate computer systems and learning how to use new software
- Able to work under pressure, both independently and in a team
- Competent and confident completing data entry tasks and using Microsoft Office software
- Extremely reliable worker with a flawless history of turning up on time, and never letting my team down
- Love to challenge myself, learn new skills and seek out new experiences

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## Work Experience

SEPTEMBER 2006 – PRESENT (15 YEARS)

### **Customer Service Representative – Woolworths Supermarkets, Southport, Queensland – Australia**

- Face-to-face customer service with experience in handling customer complaints and queries.
- Required to work both independently and in a team in one of the busiest Woolworths supermarkets on the Gold Coast.
- Undertaken supervisory roles which required managing a small team of 5-6 team members at any given time.
- Stock handling and inventory maintenance using internal inventory system.
- High quality merchandising and display methods to increase customer spending.
- Entrusted by store management to have access to the business' safe for the purpose of balancing the safe and making deposits and transactions.
- Data entry into the company's database of safe transactions and cash pickups from the cash registers.

NOVEMBER 2018 – JANUARY 2020 (1 YEAR AND 3 MONTHS)

### **Emergency Relief Volunteer - Wesley Mission Emergency Relief Hub, Fortitude Valley, Queensland – Australia**

- Conducting sensitive interviews and screenings with culturally, and gender diverse clients. accessing the service who have been experiencing homelessness, domestic violence, substance addiction and financial hardship.
- Accurately entering sensitive client information into the Wesley Mission's case management database.
- Provided information and assistance to clients over the phone.
- Providing client with referrals to other social service organizations in the region according to the client's specific needs.
- Packaging of emergency food hampers, toiletry packs and providing medical script vouchers to clients.
- Worked effectively and respectfully in a diverse team of approximately 10 people.

JULY 2014 – APRIL 2015 (10 MONTHS)

## **Communications Assistant (Volunteer) - Freeland Foundation, Bangkok and Prachinburi – Thailand**

Over an 8-month period I undertook a volunteer role based in both Bangkok and Prachinburi province. This position required a strong level of independence as well as the ability to work in a cross-cultural team environment.

- Captured photographic material and documented developments in wildlife conservation projects in Thailand's Eastern Forest Complex.
- Liaised extensively with Freeland's head office in Bangkok to provide updates on conservation projects in rural Thailand.
- Developed strong working relationships Thai National Park anti-poaching rangers while accompanying them on anti-poaching missions.
- Liaised with Animal Planet documentary filmmakers and assisted them with the capturing of video documentary material throughout the city of Bangkok.

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## **Education**

PRESENT – DUE TO GRADUATE IN NOVEMBER 2022

### **Bachelor of Arts (Political Science/History) - University of Queensland - Australia**

Favourite subjects studied so far in degree, include: History of the Modern Middle East, Landmarks of Political Science, International Organizations and Cooperation, Modern History of Southeast Asia.

JANUARY 2008 – NOVEMBER 2008

### **Diploma of Business Studies - Queensland TAFE, Gold Coast - Australia**

Developed a practical and in-depth understanding of business principles with a focus on marketing, accounting and statistics in the workplace.

### **Year 12 High School Certificate – John Paul College, Queensland - Australia**

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## **Extra-Curricular**

- Overseas travel (Southeast Asia, East Asia, North America and Europe)
- Long distance running, trail running and hiking
- Avid book reader
- Languages: English (Native), Thai (Advanced proficiency)

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**Referees** – Available upon request at interview stage.