

Adam Torpy

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EMPLOYMENT HISTORY

28/11/06 – 25/11/07

Job Title *Expert Advice Centre Telephone Operator*
Employer **Royal Bank of Canada**
Job description Working in an inbound call centre providing support and information to branches, clients, lawyers and other bank staff. Required to multitask and use multiple computer programs as well as deal with difficult situations. Training staff as required.

9/11/05 - 13/10/06

Job Title *Sales Consultant*
Employer **Telstra**
Job description Working in an in bound call centre, meeting sales targets, up selling, cross selling, selling strategic products, learning and operating computer programs. Team Health and Safety Officer and Fire Warden.

2/3/05 - 16/9/05

Job Title *Casual Technician*
Employer **Filtafry Southern**
Job description Running a Filtafry franchise, including filtering oil, cleaning deep fryers, arranging job rosters, customer demonstrations and liaising with customers to promote the business.

15/6/04 - 16/02/05

Job Title *Waiter/Delivery Driver*
Employer **Yo Sushi (U.K.)**
Job description Meet and greet customers, serve customers, operate cash register, in charge of telephone orders and deliveries. Training new staff as required.

7/02/04 - 23/05/04

Job Title *Truss Setter & Builder*
Employer **Trusses R Us**
Job description Reading detailed drawings, setting and building roof trusses.

10/03/03 - 15/12/03

Job Title *Assistant Steward*
Employer **P&O Ferries (U.K.)**
Job description All on board services, including; bar work, waiting work and catering services.

4/12/01 - 25/2/03

Job Title *Residential Care Worker*

Employer
Job description

Wesley Youth Services

Supervision of young people, keeping accounts, interacting with young people, crisis management, record keeping and housekeeping. Upholding and implementing head office protocols.

EDUCATION AND QUALIFICATIONS

Qualification Certificate IV Community Services (Youth Work)

Institution Chisholm Institute

Date Obtained 2002

Details Completed

Qualification Fitting and Turning Apprenticeship

Institution Victorian Apprenticeship System

Date Obtained 2001

Details Completed

Qualification Victorian Certificate of Education

Institution Ballam Park Secondary College

Date Obtained 1996

Details Completed

SKILLS

Communication Skills All aspects of dealing with clients and customers and training of staff.

Excellent Organisational Skills All aspects of organisation with attention to detail.

Administration Skills All aspects of administration skills, computer skills, taking minutes for meetings.

Personal Attributes Punctual, well groomed, team player, takes initiative and motivated learner.

Technical Skills Ability to learn new things quickly, can use a range of tools hand power etc. Problem solving ability.

LICENCES

Unrestricted car and motorbike licences in Australia

HOBBIES AND INTERESTS

Ice Hockey, Photography, Roller Blading, Mountain Bike Riding and Martial Arts.

REFERENCES

Tanya Nathan-Ronne

Team Leader, Investigations and 3rd Party Demands

Royal Bank of Canada

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Kathy Papagiannakis

Sales Team Leader
Telstra
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PERSONAL REFEREE

Ruth Tozer

Trainer
Chisholm Tafe
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