

WORK EXPERIENCE

2020 Geelong Cemeteries Trust Manifold Heights, Victoria
Groundskeeper

Contracted through the government in a work for the dole initiative. I would perform groundskeeping duties around Geelong Western Cemetery. This included: upkeep and maintenance of graves, mowing lawns, maintenance of memory commemorative plaques, upkeep and improvement of gardens and garden beds, and other ad-hoc duties where required.

2015 -2019 Kelly Services Springvale, Victoria
General Labourer

Kelly services was a contractor that facilitated work on a multiple number of sites. Working on a casual basis. Whilst working with Kelly Services I was contracted on several different work sites. Primarily warehouse environments. These work sites included distribution and management of Gliderol shutter door services. Delivery of council notices through Jade distributions. And material bonding through Flexitank.

2018 - 2019 Recoveries Corporation Insource Melbourne, Victoria
Debt Collector/ Customer Service

While working for Recoveries Corporation I worked as an Insource debt collector within the Australian Taxation Office. Working in a full-time capacity, this took the ability to learn navigation of software processes, learn processes and procedures, communication skills and increase knowledge of the taxation system within Australia. Working to key performance indicators and working within a team office environment. Servicing customers who have accumulated tax debt. Processing and using solid judgement in regards to remission requests. And other customer service service enquiries regarding tax debt.

2017 -2018 QLabour Solutions Geelong, Victoria
General Labourer

QLabour solutions are a labour for hire company and whilst working for them, I have been contracted for hard labour duties in a manual handling vocation.

2016 – 2017 Media Kids Academy Annuban Panninikhom, Thailand
ESL Teacher

Media Kids Academy was a teaching agency in Thailand that facilitated my work placement within Thailand. I was teaching within rural Thailand and was able to create lesson plan material and teach English to non-native English speakers within the primary school.

2015 Regis Aged Care – McKinley House Armadale, Vic
Nursing Assistant

Whilst at McKinley House, I fulfilled all the duties as a personal care assistant would. I specifically worked within the dementia/high care area of the facility. This included: taking care of personal care needs, dealing with behaviours and service of food. As this was the dementia/high care area many emergency situations occurred which I responded well to. After completing my student placement and obtaining qualifications in Aged Care, I have gone on to volunteer my services with McKinley House. Assisting residents with exercise and other tasks. And taking care of personal care needs.

2013 – 2014 Katha Publishing New Dehli, India
Media and Communications Intern

Whilst at Katha, I worked in several areas all involving media and communications. This involved the editing and publishing of material on Katha's website, assisting in the organisation of events, the establishment of a twitter account to publicize material about the Katha Utsav 2013 Teachers and Writers workshops, the filming and editing of films such as teacher instructional videos and the monitoring and editing of other online material.

2011 – 2013 Dun & Bradstreet Melbourne, Vic
Collector

Whilst working at Dun and Bradstreet I would negotiate and organise debt repayments for outstanding debts over the phone. This involved a general knowledge of privacy law as well as an understanding, yet assertive, attitude to dealing with those who have accumulated debts. I have helped train and assist new staff in the role as well as taking an active role in developing negotiation strategies. Additionally, within Dun & Bradstreet I have contributed to both the call centre newsletter and written several business articles for the DnB small business website. Holding a position on the internal newsletter committee for the call centre and writing articles for the small business website after working hours.

2011 Ord's River Sports Club Kununurra, W.A
Bartender/ Supervisor

Whilst working at the Ord's river Sports club I assisted the manager with day-to-day running of the establishment, including answering phones, supervising other staff members, assisting customers in all enquiries and opening and closing the bar. In addition to customer service behind the bar.

2010–2011 Ponyfish Island Melbourne CBD, Vic
Bartender

Whilst working at Ponyfish Island I prepared food and also made coffees in addition to the service of customers behind a bar. This also included waiting on customers as well as general cleaning duties through the venue.

2008–2010 Match Bar & Grill Melbourne CBD, Vic
Bar Back

Whilst working at Match Bar & Grill I performed essential duties to the day-to-day running of the bar. This included cleaning and maintaining glassware. Bar preparation for cocktail drinks and restocking of products. Your all round go to guy.

EDUCATION/OTHER

2017 White Card

Completed construction induction and received worksafe white card.

2016 i-to-I TEFL

120hr TEFL Training

GA Level 3 Certificate in Teaching English as a Foreign Language (TEFL)

30hr Advanced Grammar Certificate

2008 – Current

Written and self-published four books. 'Variations of sanity'; a compilation of poetry and short prose. And, 'The sky is falling'; 'Things are looking up for the

20th Century'; 'Tales of Woe, Misery and Despair'; and 'Psychic Symphony'; all larger fiction novels. As well as a historical account of the first thirty years of my grandmother's life. I also manage and create content for my website: www.psychopomppress.com

2014– 2015 Sage Institute of Aged Care Elsternwick, Vic

Certificate III in Aged Care (Incorporating Certificate III in Allied Health Assistance

2006 – 2009 Deakin University Burwood, Vic

Bachelor of Arts (Media and Communication)

Studied/lived in Chang Mai, Thailand at Payap University for six months as part of degree.

TRANSFERABLE SKILLS

- Manual car licence and own vehicle
- Proficient computer hardware and software knowledge.
- Ability to work unsupervised or as part of a team.
- Cleaning and Maintenance.
- Negotiation Skills.
- Ability to deal with conflict.
- First Aid Training.
- Customer Service.
- High level of written and verbal communication.
- Food preparation and service.
- Money handling.
- Ability to supervise and take responsibility.
- Responsible service of alcohol.

REFERENCES

Sarah Millerick, Dun & Bradstreet, Team Leader

Keith Fernandis, Kelly Services, Representative

Mahammadul Haque, Recoveries Corporation, Team Leader

Alex Ross, Tequila Tromba, Brand Manager

CONTACT DETAILS

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