Tayla Reardon

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Geelong, VIC

PROFILE

Tayla Reardon is a hardworking and punctual employee with a strong background in customer service roles. Experience in a variety of industries allow for creative outlooks and problem-solving abilities in a wide selection of situations. Tayla is a team player with strong communication skills and the added ability of being able to work confidently and independently when needed.

She is currently studying a Bachelor of Games & Interactivity at Swinburne University of Technology in Melbourne which has given her experience in Games Production and Development. This is due to be completed in November 2026.

PROFESSIONAL EXPERIENCE

Universal Store, Geelong — *Sales Assistant*

November 2025 - Current

Duties:
- Customer assistance/sales
- POS
- Cleaning of store
- Visual merchandising
- Sending/receiving picks

Ghanda Clothing, Geelong — *Senior Sales Assistant*

February 2024 - November 2025

Duties:
- Customer assistance/sales
- POS
- Cleaning of store
- Visual merchandising
- Sending/receiving picks

Robert Half, Vancouver — *Temp. Administration/Reception*

November 2023 - February 2024

Duties:
- Following written procedure to temporarily cover open positions for businesses
- May include answering calls and emails, open/close procedures, maintaining office supply levels, receiving parcels etc.

SKILLS AND LICENSES

Working with Children

Experience with discreet medical information

Interpersonal and communication skills

Time management

Customer service

Conflict resolution

Intermediate computer proficiency

Troubleshooting

Full Australian Drivers Licence

Cert IV Business

Leadership skills

Diploma of Entertainment Business Management

Communicat Pty Ltd, Melbourne — *Office Manager/IT Sales Account Manager*

April 2022 - September 2023

Duties:
- Training new staff
- Allocation of tickets from calls/emails to IT technicians
- Hardware orders and purchases for clients
- Sending/receiving parcels
- Maintaining office stock levels
- Problem-solving on behalf of clients

Acquire BPO, Melbourne — *Customer Service Team Leader (Telecommunications and Medical Bookings)*

November 2020 - January 2022

Duties:
- Appointment bookings
- Staff management inc. interviewing, training and rostering
- Escalation and complaint resolution
- Tracking KPIs
- Allocation of daily tasks
- Data Reporting

Holiday Inn, Melbourne Airport — *Guest Services Agent*

February 2020 - November 2020

Duties:
- EFTPOS & Cash Handling
- Cash up and cash out procedures
- Maintaining a tidy work environment
- Conflict resolution
- Use of hotel-specific operating systems
- Driving the shuttle bus

The Bottom End, Melbourne — *Bartender*

June 2019 - February 2020

Duties:
- Serving Alcohol
- EFTPOS
- Cash Handling
- Maintaining a tidy work environment
- Conflict resolution
- Use of hospitality-specific operating system

Parliament of Victoria, Melbourne — *Electorate Officer*

March 2018 - February 2020

Duties:
- Sending and receiving mail
- Responding to constituent calls and emails
- Filing and document management
- Assisting with PR statements
- Remaining up to date with local issues
- Experience in in-house applications such as Billy, Campaign Central etc.

MC Labour Services, Fitzroy — *Administrative Assistant*

June 2017 - June 2018

Duties:
- Greeting clients & potential employees
- Completing client registration packs
- Purchase orders
- Writing procedural documents to company standard
- Answering phones and transferring through to appropriate departments
- Receiving and sending company mail
- Booking employee registrations
- General office cleaning

Department of Justice & Regulation, Melbourne — *IT Support Analyst*

July 2014 - June 2017

Duties:
- Experience with in-house applications such as PIMS, CVIMS, RAT
- Maintain documents of work performance during the day and updating transitions documents
- Ensure appropriate escalation and incident management procedures are initiated; resolve and follow up Service Requests and Incidents following ITIL processes.
- Assist clients remotely via phone and email
- Undertake analysis, investigation and resolution of service requests
- Troubleshooting the MS office suite

EDUCATION

The Gordon Institute of TAFE, Geelong — *Victorian Certificate of Education (Year 12 equivalent)*

February 2013 - October 2013

JMC Academy, Melbourne — *Diploma of Entertainment Business Management*

June 2019 - September 2020

Swinburne University of Technology, Melbourne — *Bachelor of Games and Interactivity*

February 2024 - Current

REFERENCES CAN BE PROVIDED ON REQUEST