Perth, WA
https://www.linkedin.com/in/jeff-marck-26b55a1a2

JEFF MARCK

PROFESSIONAL OBJECTIVE

To secure a position within an established organisation with a stable environment that will lead to a lasting relationship and offers opportunities for advancement.

SKILLS, QUALIFICATIONS & EXPERIENCE

- Bachelor in Online Business and Marketing – University of Evry Val D'Essonne (France)
- Diploma in Business and Marketing Technics – University of Sarcelles (France)
- Certificate IV in Retail Management
- Certified Tester Foundation Level
- C Class Driver's Licence

VALUES

- Teamwork
- Professionalism
- Lead by example
- Excellent work ethic
- Treating everyone with respect & dignity
- Integrity
- Loyalty

STRENGTHS

- Excellent written & verbal communication skills
- Exceptional customer service skills
- Focus on safety
- Critical thinking & high attention to detail
- Flexibility & adaptability
- Ability to multi-task & prioritise duties
- Ability to work autonomously & within a team

SYSTEMS KNOWLEDGE

- Microsoft Office 365
- Microsoft Dynamics
- Test Complete
- Postman
- Visual Studies Code
- Sourcetree
- SQL Developer
- Jira
- DevOps
- Oracle

PROFESSIONAL EXPERIENCE

Kleenheat
Test Analyst (Nov 2022 – Current)
Test Support Analyst (Feb 2022 – Nov 2022)

Main Accountabilities:

- Reporting to the Quality Assurance and Release Lead, responsible for test management, test execution including planning on multiple systems on the website, ensuring daily targets are achieved whilst maintaining a safe working operation, adhering to company policies and procedures, industry guidelines, compliance requirements and following Work Health and Safety (WHS) regulations
- Working within agile frameworks, actively participating in Scrum teams and possessing a strong understanding of sprint ceremonies to contribute to efficient development cycles
- Establishing and maintaining good relationships with the team, Quality Assurance and Release Lead, Business Stakeholders, Software Developer, Business Analysts, Project Managers and Product Owners in accordance with company guidelines, collaborating with other industry professionals to ensure systems are integrated smoothly, always dedicated to exceeding project demands and ensuring alignment with organisational goals
- Developing and maintaining test scripts and automation solutions, while also efficiently managing and transparently reporting system defects to senior management
- Assisting in improvements in the billing engine as well as enhancements to the delivery management system
- Providing suitable suggestions and cost saving initiatives for process improvement work, building excellent working relationships, maintaining professionalism, integrity and respect
- Performing all tasks to the standard required for the project, correcting and upgrading any work which does not meet with the required standards, always on a quest for continuous improvement
- Attending multiple weekly client and leadership meetings, actively participating and contributing to the growth of the business with a strong focus on service delivery

- Training and mentoring new staff and working with the team to exceed expectations, fostering their growth and success, always promoting a safety culture and positive work ethic
- Attending webinars, seminars, courses and workshops and successfully networking with colleagues to expand industry knowledge

Achievement:

- Implemented Microsoft Dynamics 365 for the marketing team resulting in increased efficiency.

Oct 2020 – Feb 2022
Kleenheat
Customer Service Officer

Main Accountabilities:

- Working in a store, responsible for selling and assisting with LPG orders, deliveries and account enquiries, adhering to safety protocols and relevant legislative requirements, promoted a secure work environment and prevented accidents during the execution of daily tasks
- Collaborated with team members, LPG Sales Team and Residential Cylinder Manager to troubleshoot issues and improved overall efficiency, promoted continuous improvement through development, monitoring, reporting analysis of business plans, budgets and KPIs, developed team culture and enabled team members to contribute and be supported
- Engaged directly with clients, face-to-face and via email, resolving issues and maintaining a high level of customer satisfaction
- Managed customer accounts and processed sales for LPG, ensuring accurate billing and timely delivery schedules
- Handled cash transactions, EFTPOS payments and processed sales for LPG products and services in-store, ensuring daily cash reconciliation
- Coordinated and scheduled daily truck deliveries of LPG cylinders to residential and commercial customers, ensuring timely and efficient service
- Identified and completed jobs that required immediate attention, contributed to overall efficiency and demonstrated adaptability and a willingness to contribute to the overall success
- Corrected unsafe conditions in work area and reported any conditions that were not correctable to senior management immediately, assisted in hazard report and incident investigation, understood site emergencies
- Attended weekly team meetings, liaised with management to relay important information
- Trained and mentored new staff, supported their continuous development and career growth, promoted positive work ethic and a safe work environment
- Regularly updated skills and knowledge, participated in professional training and contributed acquired knowledge to the development of the business

Achievement:

- Successfully implemented a logistics routing software for LPG gas deliveries by testing software.

Oct 2015 – Oct 2020
Kleenheat
Branch Manager

Main Accountabilities:

- Reporting to the Residential Cylinder Manager, supervising up to 2 staff including delegating duties, coordinating staff and conducting performance appraisals, responsible for overseeing the daily operations of the business, ensuring compliance with all applicable laws, regulations and standards

- Fostered a positive working environment among team members, encouraged collaboration, creativity and open communication, maintained and cultivated excellent work partnerships
- Assisted in regularly reviewing and auditing internal processes, providing suitable suggestions and recommendations for process improvement work, ensuring service level agreements (SLAs) and individual and key performance indicators (KPIs) are met
- Ensured compliance with current Dangerous Goods regulations during all handling and transportation of LPG
- Managed commercial accounts and cultivated positive relationships with business customers
- Maintained accurate inventory of gas cylinders to ensure optimal stock levels and efficient distribution
- Demonstrated adaptability and fulfilled additional responsibilities assigned by management, contributed to the overall success of the organisation
- Assisted in hazard identification as well as assisted in detailed incident investigation and reporting
- Participated in weekly staff meetings and contributed to team goals, promoted a positive and inclusive work environment
- Conducted training and mentoring of new staff to ensure that all tasks were completed safely, efficiently and effectively for the growth of future works for the organisation and individual upskill for career opportunities
- Engaged in continuous professional development to enhance training effectiveness and stay updated on industry best practices

Achievement:

- Commenced as a Customer Service Officer, then progressed to Branch Manager. Successfully enhanced operational efficiency and profitability by optimising delivery routes, improving inventory accuracy and leading change management initiatives, resulting in annual savings exceeding $100,000.

Previous Employment:
Additional information about employment history is available upon request.

REFEREES

Name • Job Title • Company Name • M: xx

Name • Job Title • Company Name • M: xx