

RESUME

PERSONAL INFORMATION

Adam Orme

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CAREER PROFILE / OBJECTIVES

Innovative, committed, professional, upbeat, dynamic & creative, I possess a sound knowledge and experience in sales and marketing, visual merchandising, customer service, retail operation and administration. I have developed a strong passion for retail sales and the science of researching and analyzing key statistics, trends and forecasts.

Innovative, committed, trustworthy, reliable with an outgoing personality, I have the ability to work under pressure with exceptional time management skills. I pride myself on my ability to complete tasks undertaken in an efficient manner, and believe that I would be an excellent asset to any organization.

KEY COMPETENCIES

- Customer Service
- Sales
- Visual Merchandising
- HR / Training
- Customer Service
- Dog / Pet Care
- All aspects of Horticulture

QUALIFICATIONS / TICKETS

Activ Foundation

Certificate II in Business

Certificate II in horticulture

Certificate III in horticulture

Certificate II in Pest Management

WAATA

License to Operate a Forklift

Current Studies

North Metro Tafe

Certificate IV in Conservation and Ecosystem Management

Certificate IV in horticulture

CAREER SKILLS / ATTRIBUTES

- Excellent customer and sales skills providing effective services and information
- Constantly identify new sales opportunities for the organization and advance sustainable relationships while providing practical and commercially viable to all parties
- Ability to build and maintain relationships with clients
- Excellent communication skills both verbal and written
- Ability to deal with sensitive information from diverse cultures, nationalities and lifestyles
- Demonstrated interpersonal skills and ability to liaise at all levels with work colleagues and clients

- Demonstrated efficiency, professionalism, initiative, and flexibility
- Outstanding communication organizational and project management skills
- Experienced business administration skills
- Empathetic understanding of the problems of clients within my work environment
- Continuing education to enhance my skills and abilities to meet changing demands in the workplace
- Thrive on rapidly changing and challenging environment
- Competent under pressure and very motivated and committed
- Excellent team skills - cooperative, flexible, showing respect for diversity of skills and cultures
- Strong planning and time management skills
- Able to interpret and implement policy and procedural guidelines

EMPLOYMENT HISTORY

Cockatoos Advanced
Horticultural Services
Horticultural specialist / pest management technician

2023 - 2024

Responsibilities

- Sales and customer service
- Horticulturalist
- Landscape Design
- Propagation & Grafting of stock
- Money handling
- Pest Technician
- Propagation & Grafting of stock
- Technical sales advice and recommendations

Better Pets and Gardens
Sales Consultant (Roaming Casual)

2022 - 2023

Responsibilities

- Sales and customer service
- Horticulturalist
- Pest Technician
- Propagation & Grafting of stock
- Technical sales advice and recommendations
- Visual merchandising; changing displays and layout of the store
- Returns and exchanges
- Money handling
- Stock taking
- Strict adherence to OHSE policies and procedures

Achievements

- Consistently receiving positive customer feedback
- Meeting KPIs

Petstock
Sales Consultant (Roaming Casual)

2018 - 2022

Responsibilities

- Sales and customer service
- Bather / dryer
- Technical sales advice and recommendations
- Visual merchandising; changing displays and layout of the store
- Returns and exchanges
- Money handling
- Stock taking
- Strict adherence to OHSE policies and procedures

Achievements

- Consistently receiving positive customer feedback
- Reaching sales targets

Activ

2018 - 2021

Landscaper / Horticulturist

Responsibilities

- Plant and prune bushes, flowers, plants, and shrubs
- Landscaping and horticulturist duties
- Machinery operation
- Apply fertilizers and pesticides and eradicate harmful insects
- Strict adherence to OHSE policies and procedures
- Design and Construction of arboretums , gardens and plant displays
- Design and implementation of Integrated pest management plans

Midland K9 Clippers Dog Groomer

Dec 2015 - Mar
2017

Responsibilities

- Assisting in all areas of dog care
- Washing and dryings
- Nail clipping
- Hand stripping
- Handling dangerous chemicals
- Strict adherence to OHSE policies and procedures

Planet Espresso Barista

May 2015 - Nov
2015

Responsibilities

- Barista
- Money handling
- Good customer service

INTERESTS / HOBBIES

- Software Development
- Build / Fly Long Range R/C Aircraft

REFEREES

Ryland Poland
Cockatoos Advanced
Horticultural Services
Owner

0472 798 056

Iain Brunton
North Metro Tafe
Lecturer
0433 509 631

Lee McCormick
Grooming Salon Manager
Petstock
0400 396 905

Tahlia Crouch Store
Manager
Petstock Belmont 0407
703 710

Sam jones
Store Manager
Better Pets and
Gardens
08 9249 3125