

Montana Borjeson

Personal Details

Address: 2/43 Havelock Rd, Hawthorn East, VIC, 3123
Email: Borjesonm@gmail.com
Mobile: 0408 826 161

My experience and training demonstrate my ability to consistently deliver quality outcomes following intended and shared goals. This includes experience gained in roles such as team leader, instructor, front-of-house staff and event hosting. I am a confident and articulate individual with a strong ability to work independently as well as with others to achieve set outcomes. My experience through various roles demonstrates an ongoing commitment to excellence in customer service and the ability to consistently deliver upon business and stakeholder needs and goals.

I maintain a focus on communicating effectively with clients, peers and senior management adapting terminology accordingly to ensure a common understanding.

I am a motivated and creative individual who has achieved an Advanced Diploma of Screen and Media.

Personal Skills:

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|---|--------------------------------|--|
| ✓ Sound communication skills both Written & Verbal | ✓ Eagerness to share new ideas | ✓ Easy adaptable to the company's way of working |
| ✓ Welcoming and friendly to clients of all backgrounds and ages | ✓ Creative and motivated | ✓ Proficient using Microsoft 365 |

EDUCATION

Academy of Interactive Entertainment (AIE) - Advanced Diploma of Screen and Media

February 2021 - December 2022

Gungahlin College - Year 12 Certificate

2019 – 2020

John Paul College II - Year 10 Certificate

2015 - 2018

Qualifications:

- ✓ Diploma of Visual Arts
- ✓ Diploma of Screen and Media
- ✓ Advanced Diploma of Screen and Media
- ✓ Certificate II Information, Digital Media and Technology
- ✓ Responsible Conduct of Gambling certified
- ✓ Responsible Service of Alcohol certified
- ✓ Working With Vulnerable People registered
- ✓ First Aid CPR certified

EMPLOYMENT

Kingpin Crown – Assistant Head of Department

January 2023 - Current

- Organised electronic and paper documents into their specified folders.
- Answered phone calls and took messages to relay to the recipient
- Managed the Microsoft Outlook calendar and scheduled meetings with external clientele

GMTB Solutions – (Family Business) – Admin

2020 - current

- Organised electronic and paper documents into their specified folders.
- Answered phone calls and took messages to relay to the recipient
- Managed the Microsoft Outlook calendar and scheduled meetings with external clientele

Canberra Labour Club – Bar and Gaming staff

August 2022 - January 2023

- Serving clientele their desired drink professionally and efficiently.
- Operating and managing the tills including counting and balancing as required.
- Understanding and learning about how the drinks are made and paired so that we can recommend the best liquor for each guest.
- Serving and offering drinks and snacks on the gaming floor.
- Being friendly and light with guests to leave them with a memorable customer experience.
- Efficiently resolving issues with the game machines

CAPHS Bar and restaurant - Waitressing

October 2022 - January 2023

- Serving clientele their desired food and drinks professionally and efficiently.
- Take clientele orders using the sales system

KingPin – Arcade/ Guest Services/Event Host and Bar staff

June 2021 – August 2022

- Fixed arcade machines and tested them.
- Did stocktake, had to count all stock in the backrooms and the shop.
- Worked in front of the house welcoming every guest and answering any of the queries with detail.
- Had to make bookings and take phone calls using their booking application, conqueror.
- Worked closely with guests to host their desired event, making sure their food and drink tabs were sorted and all their activities were on time.
- Had to write incident reports for any machines that had been broken during the shift if it was a threat to guests and I was unable to fix it.
- Served guests drinks such as cocktails and anything else they desired.

TeamKids St Benedict's Narrabundah – Outside School Hours & School Holiday Educator

February 2021 – June 2021

- Was one of the instructors responsible for 20+ students.
- Had to write incident reports as well as a daily report at the end of every shift. The daily report included what the children did that day, what activities I organised and how interactive the kids were with the organised activity.
- Needed to remember preferences and allergies of kids, as well as remembering any psychological issues and relationships to parents/guardians.

Aquatots Forde & Gold Creek – Swimming Instructor/Aquatic Leader

October 2018 – August 2020

- Was instructing 6 classes a day with kids aged from 3 - 8
- At the end of the month I would need to write up reports on each of the kids to assess whether they can advance to the next level
- Was in constant communication with parents/guardians to answer any of their questions or concerns as well as reporting back to my supervisor after the classes.
- I would need to go to each instructor's class to assess whether the instructor was teaching the kids the correct technique for their students' age and skill level.

- Other instructors would need to get me to assess whether their students can be moved up to the next level or not.

PERSONAL REFEREES

Isabella Stavreski

Duty Manager(Canberra Labour Club)

Phone: 0431 559 029

Elijah Notaras

Co-Owner (CAPHs Bar and Restaurant)

Phone: 0448 888 915

Callum Field

Venue Manager (KingPin)

Phone: 0490 481 111

Gerard Borjeson

Supervisor (GMTB Solutions)

Phone: 0437 437 121

Elan Cotter

Games Department Head (KingPin Crown)

Phone: 0457 203 003