

# Simona Carghill

Yarra Junction VIC 3797

0415 000 000

[sacarghill@gmail.com](mailto:sacarghill@gmail.com)

## Professional Summary

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Motivated, hard-working and seeking customer service role. Committed to assisting customers by providing a welcoming smile and positive attitude. I am a natural problem solver, experienced team worker and skilled in using Microsoft Word, Excel and Outlook.

## Education

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2019 **Certificate II Sport and Recreation**  
Upper Yarra Secondary College

## Certificates

2020 **Responsible Serving of Alcohol (RSA)**  
RSA Ringwood

2020 **Victorian Driver License**

## Employment History

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Feb 2020 – Feb 2018 **Baby-Sitter**

- Cared for over 20 children aged from two to ten over a two-year period
- Ensured a safe environment for children
- Prepared and served meals, bathed, dressed children and organised play activities

## Volunteering

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Nov 2019 **Assistant at the Upper Yarra Sport Club stall**  
**Maroondah Festival**

- Set up and packed down the stall; including putting up signs and banners
- Greeted patrons and providing information about the Upper Yarra Sports club
- Handed out giveaways to patrons
- Ran the children's football clinic

## Work experience

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August 2018 **Customer Advisor**  
**Upper Yarra Sports Club**  
Two weeks

- Welcomed customers in a friendly manner
- Answered phones confidently and located information to answer customer questions
- Entered data onto Excel spreadsheet and created electronic files for new customers
- Prioritised daily tasks to meet deadlines

## Skills

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### Communication

- Excellent oral communication skills displayed when communicating with parents and children during baby-sitting duties. Oral skills further developed when interacting with customers and team members during work experience
- Written communication skills continued to develop through school projects

### Team work

- Cooperative team building skills developed through playing Netball for three years
- Worked collaboratively in a team of four, to set up and run the Sports tent at the Maroondah Festival

### Problem solving

- Quickly and effectively resolved crowd management issues at the Sports tent at the Maroondah festival. The introduction of a queuing system helped to keep children safe.

## Achievements

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2019 Vice-Captain of the Flames Netball team

## Interests and Activities

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2020-2019 Whitehorse Photography club

2019-2017 Flames Netball Team

## Referees

### Ms Betty Brown

VET Coordinator

Upper Yarra Secondary College

Email: [bbrown@optus.net.au](mailto:bbrown@optus.net.au)

Tel: 03 5967 0000

### Ms Sue Smith

Baby-Sitting Parent

Email: [ssmith@gmail.com](mailto:ssmith@gmail.com)

Tel: 03 9214 0000