



Noel Jones

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Work Experience

Fior Events

April 2024 – Present

Events Operator

- Supported seamless event operations by coordinating across bar, front of house, and kitchen, enhancing customer satisfaction and event flow.
- Developed and implemented an automated billing system, improving invoice management efficiency and reducing processing time by 30%.
- Fostered effective communication with management and team members, ensuring timely and accurate food and drink order fulfillment.

99 Bikes

July 2019 – January 2024

Sales Consultant

- Generated over \$500,000 in total sales by following a structured seven-step sales process, consistently exceeding personal and store KPIs.
- Led store layout reorganization, securing a \$2,000 stand at no cost and increasing floor stock by 10%, boosting sales and staff morale.
- Enhanced customer loyalty through proactive engagement and brand representation, achieving two sales commission increases.

Hungry Jacks

2017 – 2018

Customer Service Representative

- Delivered high-quality customer service in a fast-paced environment, contributing to a positive dining experience and repeat patronage.
- Managed point-of-sale transactions with precision, maintaining a 98% accuracy rate in cash handling and order processing.
- Collaborated with team members to streamline operations during peak hours, reducing wait times by 15%.

McDonald's

2014 – 2015

Crew Member

- Ensured efficient kitchen and front-of-house operations, contributing to a 20% increase in customer satisfaction scores.
- Assisted in training new team members, enhancing team performance and reducing onboarding time by 25%.
- Maintained cleanliness and organization standards, supporting a safe and welcoming dining environment.



Education

Swinburne Open Education

2025

Certificate IV in Entrepreneurship and New Business

- Developed foundational business skills with a focus on entrepreneurship and innovation.
- Engaged in projects that enhanced strategic thinking and business planning capabilities.

Allara Learning

2020

Certificate III in Retail

- Acquired comprehensive retail management skills, focusing on customer service excellence and sales strategies.
- Completed coursework in inventory management, leading to improved stock control and replenishment practices.