



Rosheal Joseph

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Work Experience

EST Lighting

Nov 2022 - Nov 2024

Project Support

- Provided end-to-end support to the sales team, handling quoting, invoicing, showroom walk-ins, and transaction processing.
- Acted as the first point of contact for all client queries, delivering exceptional service both in-person and over the phone.
- Coordinated with warehouses and overseas suppliers to ensure timely product availability and smooth logistics, helping scale operations across residential and commercial lighting projects.
- Reported directly to company directors—managing their calendars, preparing client event logistics, and executing high-touch hospitality experiences.
- Collaborated with teams across states, demonstrating reliability, clear communication, and strong attention to detail in a fast-paced environment.

Telstra Corporation

Jan 2019 - Nov 2022

Sales Consultant

- Delivered tailored tech solutions through needs-based selling, consistently exceeding monthly sales targets and KPIs.
- Managed customer onboarding from consultation to contract completion, ensuring a seamless and engaging customer experience.
- Conducted credit assessments, contract reviews, and issue resolution with professionalism and empathy.
- Handled complex complaints and product queries with calm assurance, strengthening customer relationships and brand trust.

Noni-B Rivers

Jul 2018 - Jan 2019

Casual Retail Sales Assistant

- Styled clients and delivered a premium in-store experience, contributing to strong team KPIs.
- Assisted with merchandising, promotions, and back-of-house support in a fast-paced retail setting.
- Acted as a key point of contact for team and customer queries, resolving concerns quickly and professionally.

Education

University of Technology, Sydney

2020 - Present

Bachelor of Interior Architecture

Rochdale State High School

2017

High School Certificate