

David Duchovny

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PROFESSIONAL PROFILE

- Bachelor of Criminology and Criminal Justice graduate with a depth of understanding of the causes of crime and the justice system's methods of addressing them.
- Good knowledge of crime trends in Australia and overseas, as well as police, courts and criminal law, forensic psychology and homicide and ways in which crime can be prevented and reduced.
- Past experience includes nearly 20 years' in frontline customer service / management roles, working for some of Australia's leading retail brands.
- Keen interest in becoming a probation services officer, managing offenders and contributing to public safety and reduction of recidivism.

EDUCATION

Bachelor of Criminology and Criminal Justice

20XX

Griffith University

GPA: 6.15 (on a scale of 1-7, 7 being the highest)

Griffith Award for Academic Excellence, 20XX

CRIMINOLOGY AND CRIMINAL JUSTICE EXPERIENCE

Community Organisation

Case Worker – Youth Justice

20XX to 20XX

- Provided engagement strategies and support that will achieve outcomes for youth justice clients.
- Contributed to the development and implementation of a range of strategies that assist young people to address areas of difficulty in a positive manner conducive to growth and personal development with the aim of reducing re-offending.
- Developed partnerships, networks and liaise effectively with relevant services and supports to create linkages and options for young people in the program.

Department Name

Case Manager Assistant – Court

20XX to 20XX

- Effective case management practices; proactively managed risk with more complex individuals
- Conducted risk assessments, prepared case plans, and addressed the underlying causes of offending.
- Directed and monitored compliance with offender's court order obligations.
- Produced detailed reports and other standard documents in line with procedural guidelines, within a legislative environment

EMPLOYMENT SUMMARY

Supermarket Chain

Online Shopping Customer Service

20XX to 20XX

- Organise adequate staff members to meet shift requirements, print stock advice reports for various department managers, fulfil orders in an efficient and effective manner and complete all tasks within strict time constraints.

Supermarket Chain

Grocery Manager

20XX to 20XX

- Manage the grocery and dairy departments including: team rosters, ordering, liaising with suppliers, training and development of team members, adhering to strict budgets, achieving sales targets and maintaining visual presentation standards.
- Manage the store in the absence of the store manager and make after-hours security callouts as required.

Supermarket Chain

Dairy In Charge

20XX to 20XX

- Ensure key tasks were completed such as ordering, liaising with suppliers, adhering to strict waste and wage budgets, achieving sales targets, ensuring that dairy stockrooms were well-maintained and well-organised, maintaining 100% compliance with OH&S practices and legislation and general housekeeping for the department.

Supermarket Chain

Customer Service Manager

20XX to 20XX

- Manage customer complaints and queries, team rosters, ordering, liaising with suppliers, training and developing team members, selling/displaying cigarettes per legislative requirements, and keeping service areas well presented.

KEY ACHIEVEMENTS SUMMARY

- Took on the extra responsibility of a team management role in the absence of the department manager, directly responsible for the scheduling of up to 20 to 25 employees per day.
- As grocery manager, achieved numerous awards for high sales in zone and region, achieved through implementing operational procedures.
- Consistently achieved KPIs as grocery manager in key areas of stock flow, waste and stock holdings, accredited to accurate and timely reporting skills.
- Inducted new team members, ensuring they understand their obligations and expectations to contribute to safety and audit compliance.
- Complimented by management and team members for systematic approach and following operational protocols.
- Contributed to the recruitment process of employing a multicultural workforce at Woolworths and organised special events such as a Chinese New Year lunch to celebrate cultural diversity in the workplace.

REFEREES

Tea Leoni, Supermarket Mgr. Ph 0444 888 222.

Lily James, Team Leader, Ph 0411 711 911